

FIG. 1

	<u>Routine Name</u>	<u>Page #</u>
(1)	Return On Web	2
(2)	Return/Exchange1 Process	3
(3)	Exchange Process 2	4
(4)	Exchange Process 3	5
(5)	Instore Purchase	6
(6)	Web Purchase Routine	7
(7)	Same Day Pickup	8
(8)	Drop Shipment	9
(9)	Guest Shipment	10
(10)	License Plate Transfer	11
(11)	AA E-tailer's Hotline	12
(12)	AB Instore Purchase Subroutine	13
(13)	AC Tendering Subroutine	14
(14)	AD Payment Direction	15
(15)	AE Store Subroutine	16
(16)	AF Check Tender	17
(17)	AG Cash Tender	18
(18)	AH Credit Tender	19
(19)	AI Shipping Subroutine	20
(20)	AK Bay Audit Routine	21
(21)	AL Pending Purchase	22
(22)	AM Receive Shipment Routine	23
(23)	AN Batch Picking Process	24
(24)	AO Disposition Subroutine	25
(25)	AP Billing Subroutine	26
(26)	D1 Manufacturer Disposition Sub	27
(27)	D2 E-tailer Disposition Sub	28
(28)	D3 Liquidation Disposition Sub	29
(29)	D4 Hold for Reshipment Sub	30
(30)	Main Screen	31
(31)	RF Application Menu	32
(32)	Web Purchase Form	33
(33)	AKN Form	34
(34)	Label Format	35
(35)	Receipt Format	36
(36)	Return Checklist (Web)	37
(37)	Store Number & License Plate	38
(38)	Data Points	39

FIG. 2

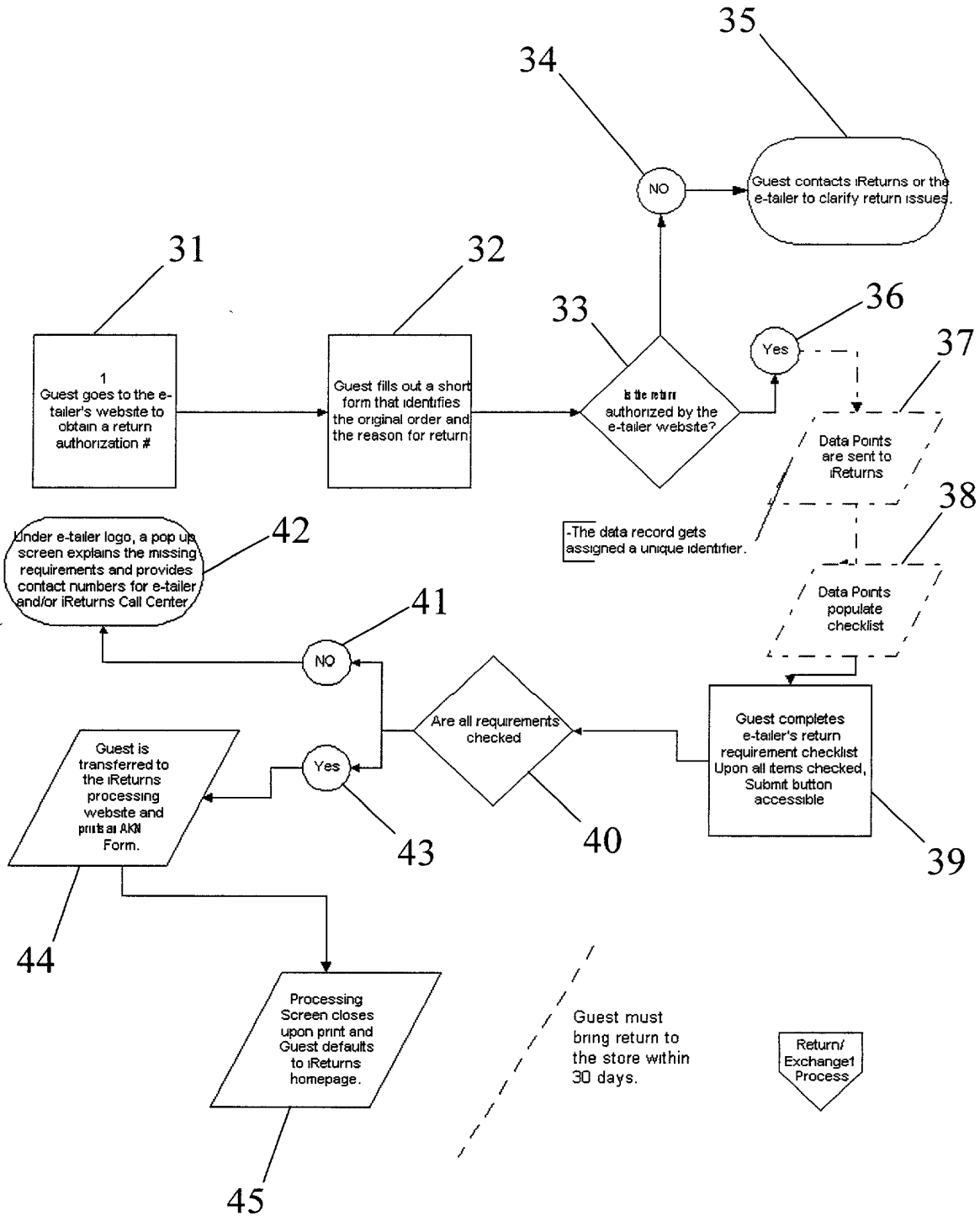
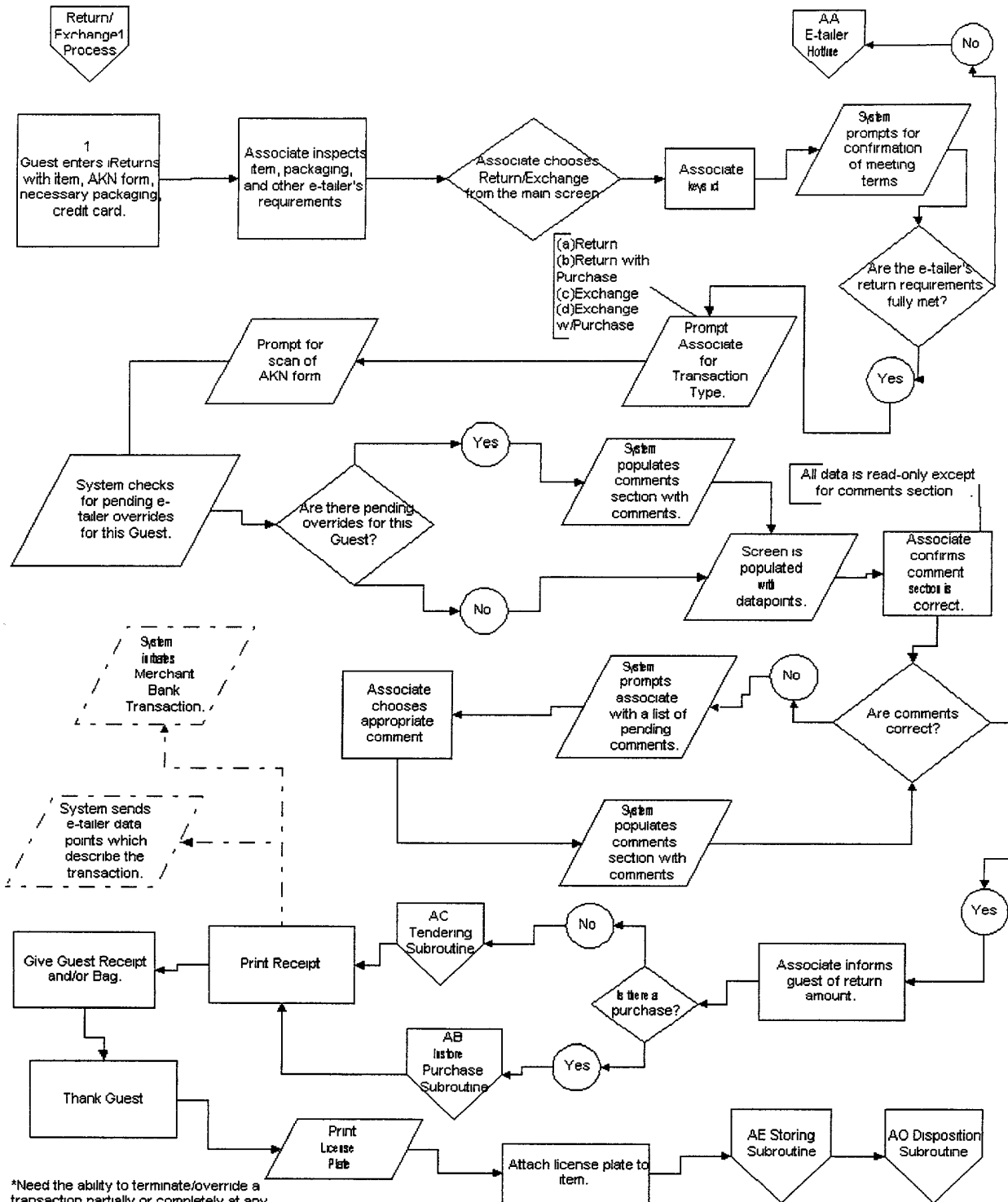


FIG. 3



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 4

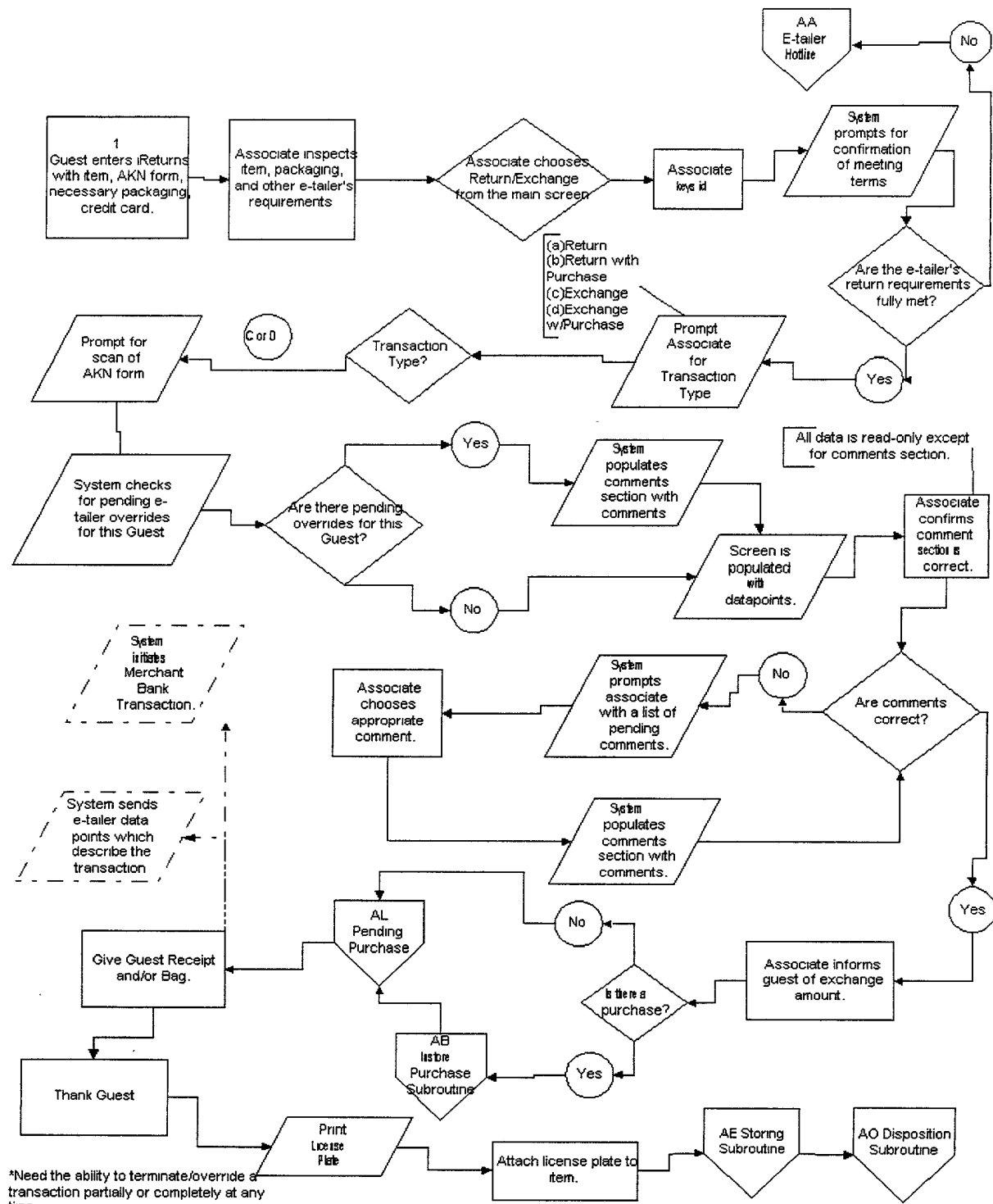
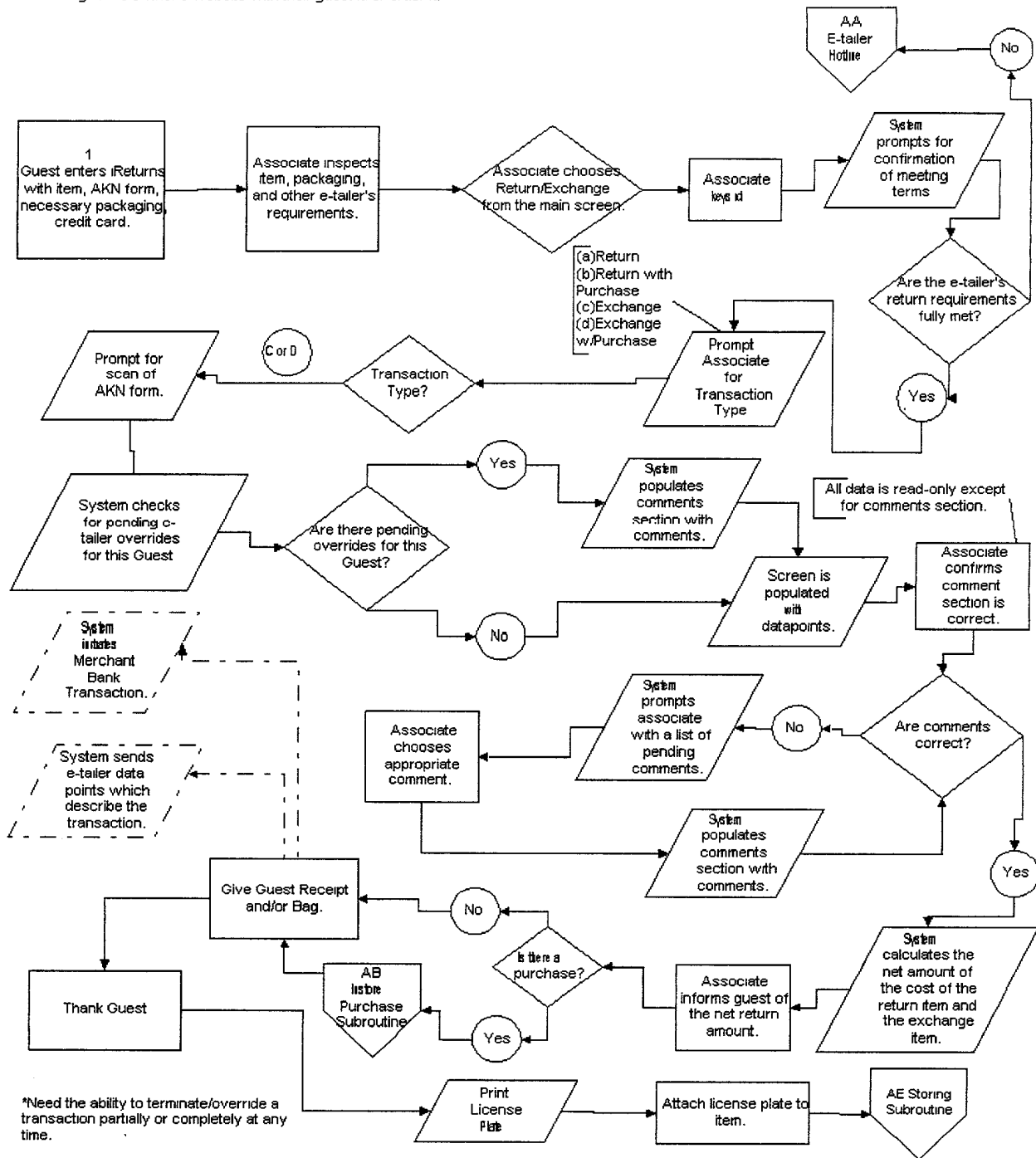


FIG. 5

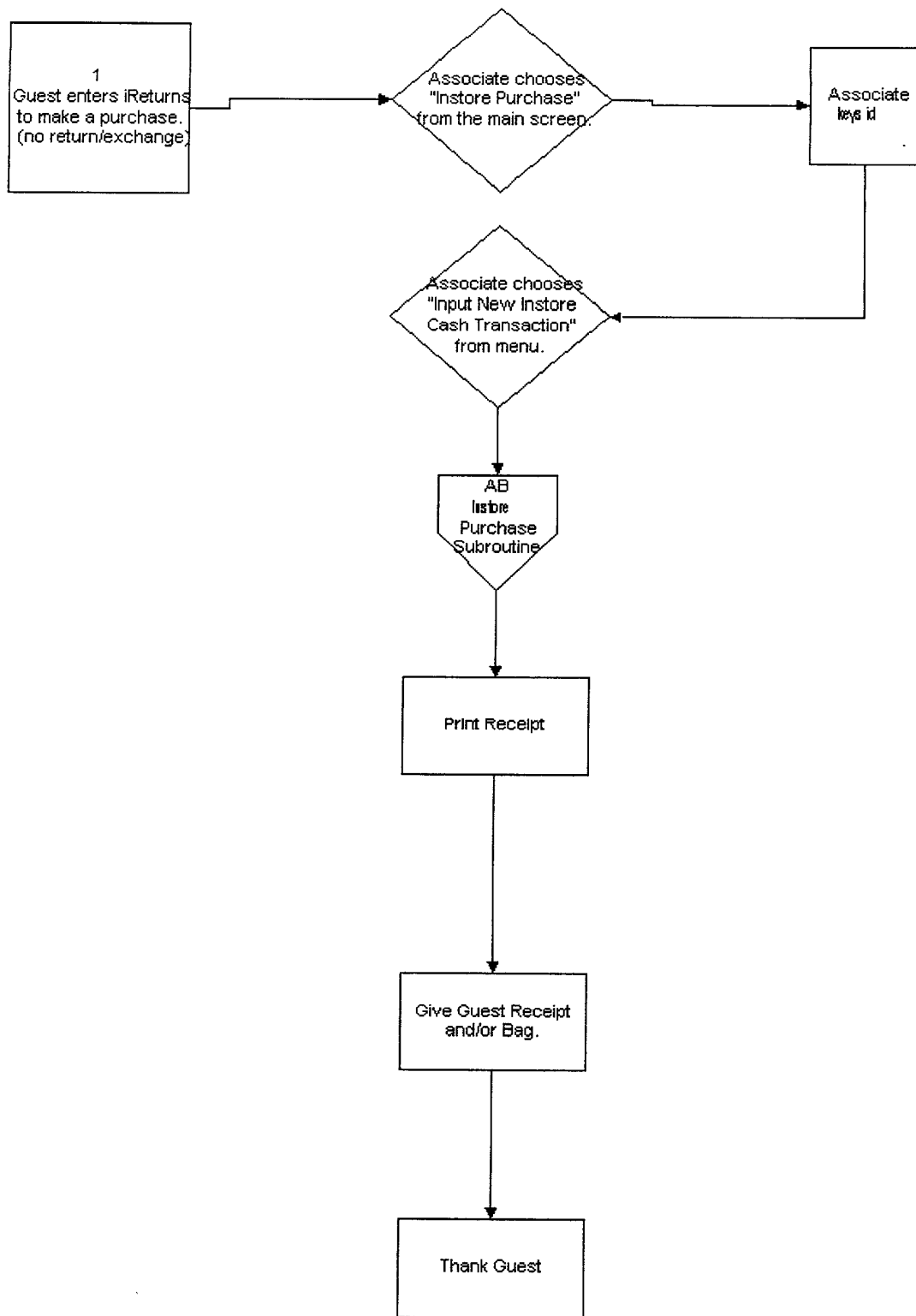
Notes:

- (1) Requires e-tailer to hold product when exchange is entered by guest
- (2) Product is released when iReturns sends e-tailer the data points
- (3) The guest can get a new confirmation # and shipping details by returning to the e-tailer's website with their guest id or order id



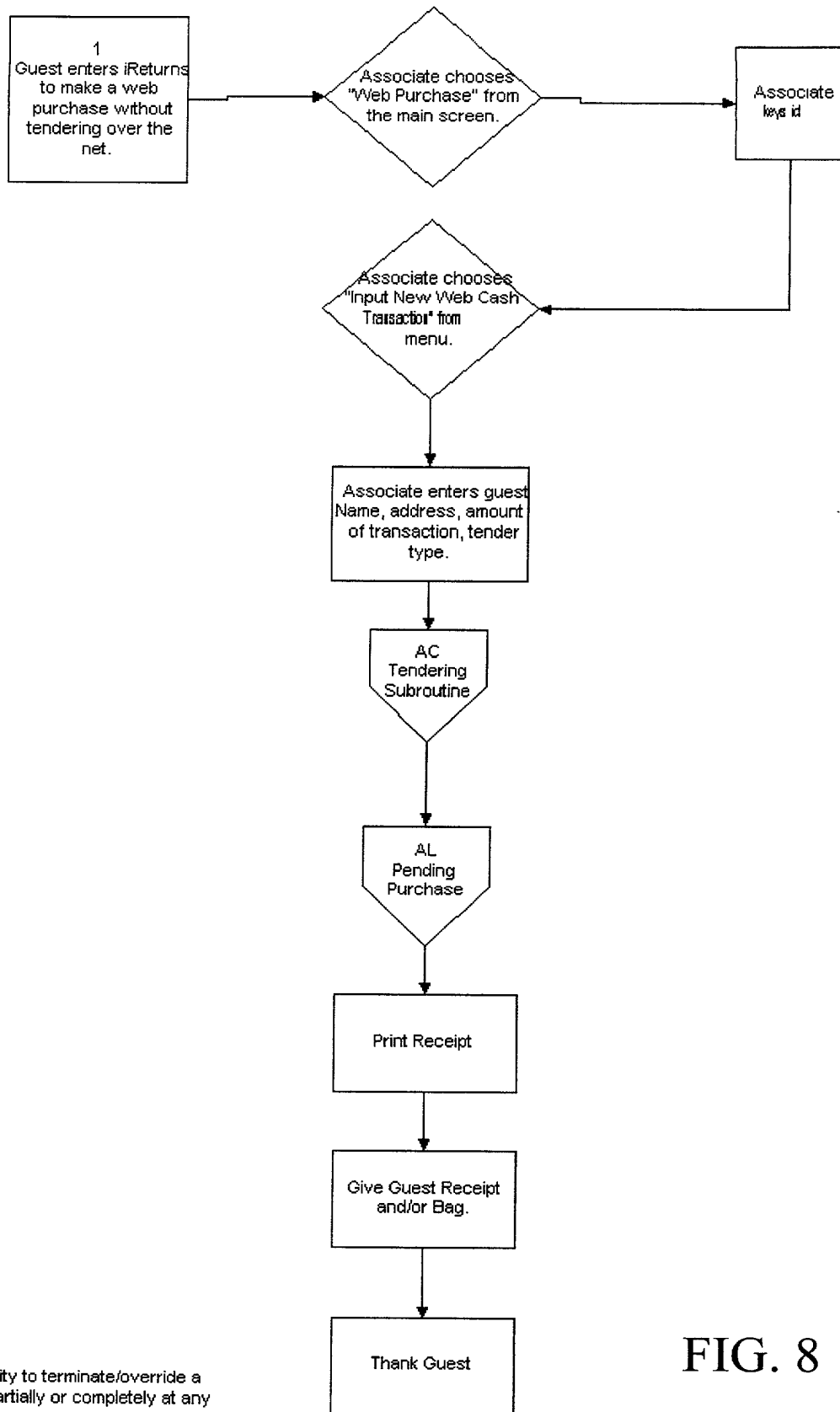
*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 6



*Need the ability to terminate/override a transaction partially or completely at any time

FIG. 7



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 8

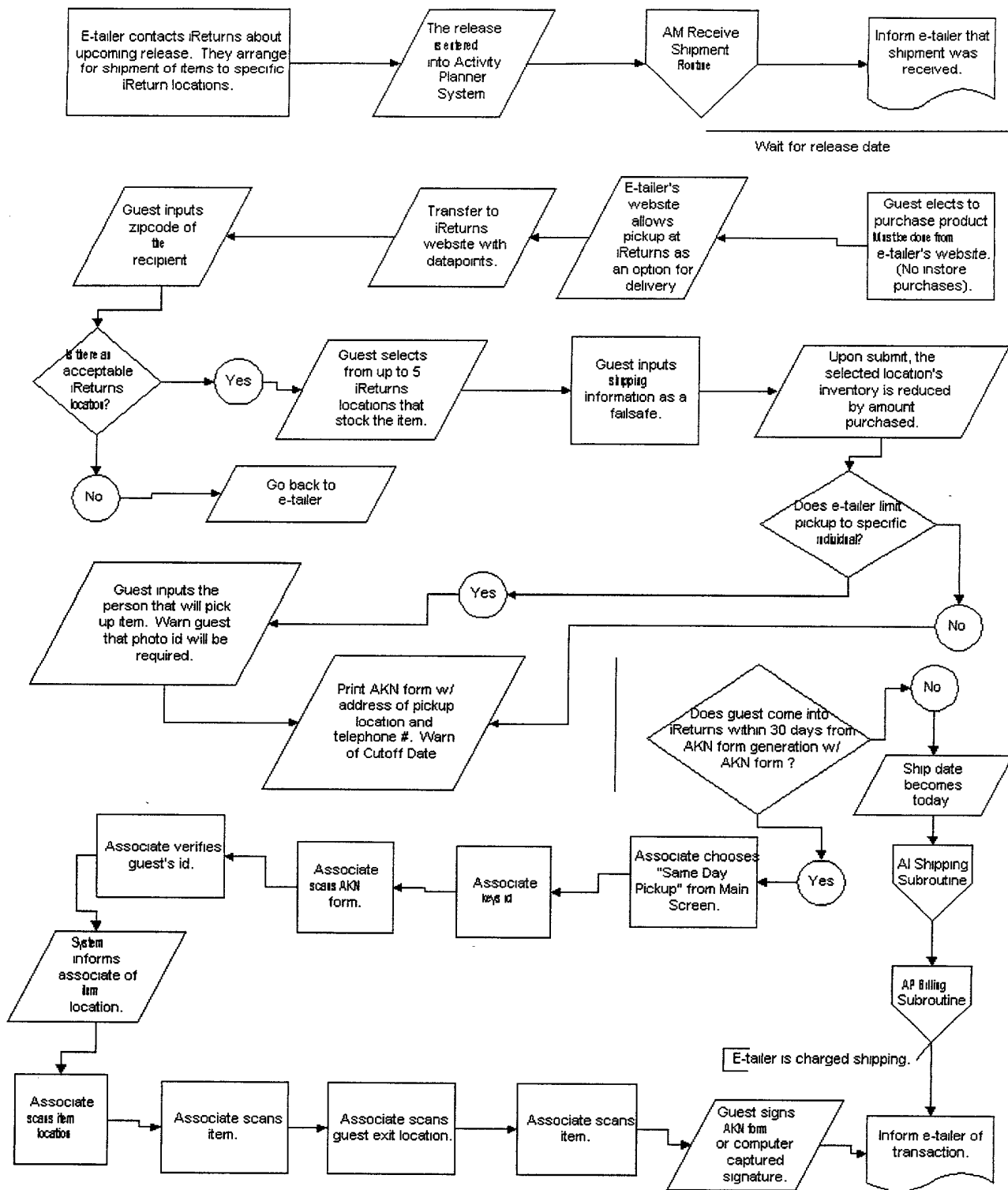


FIG. 9

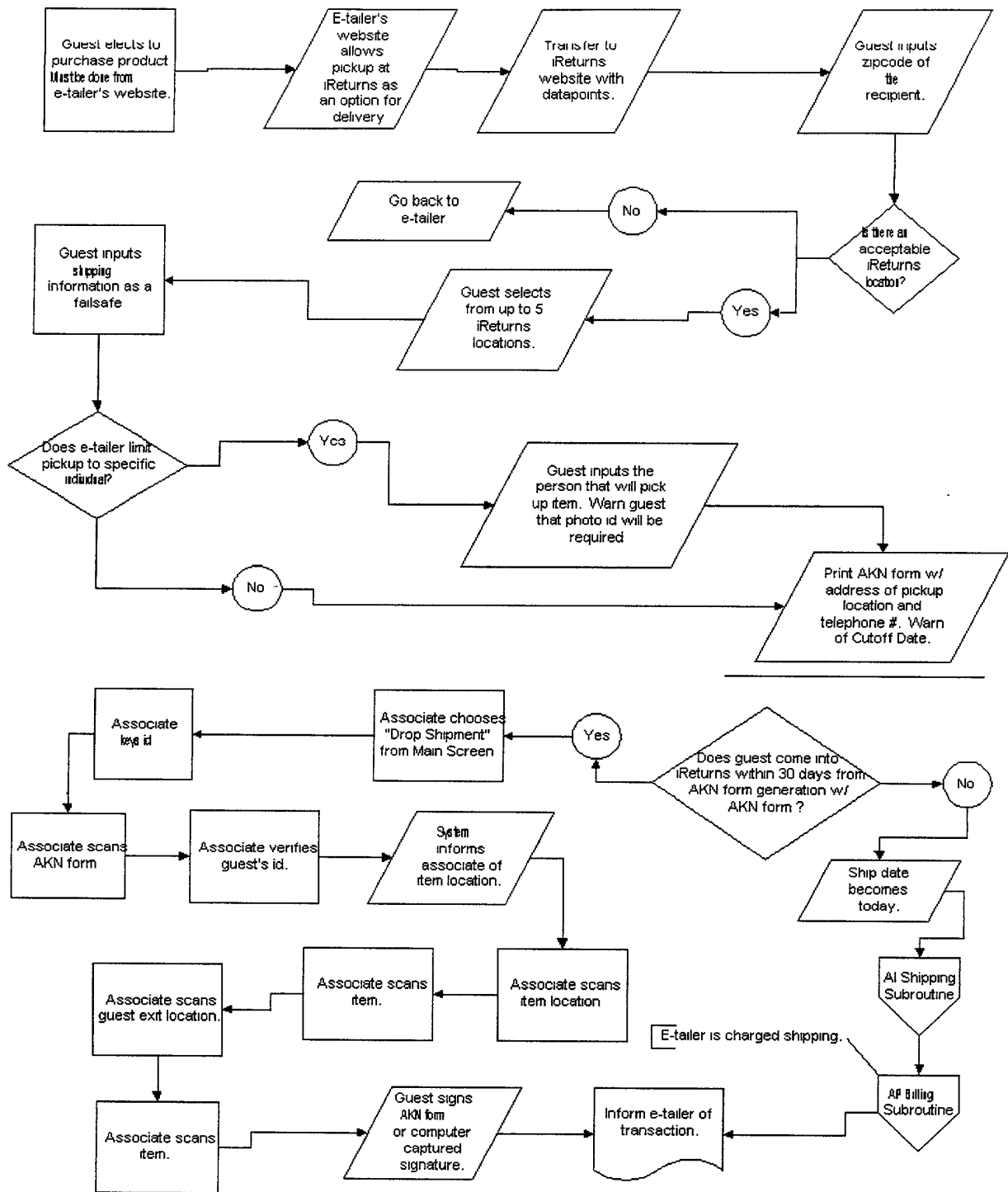


FIG. 10

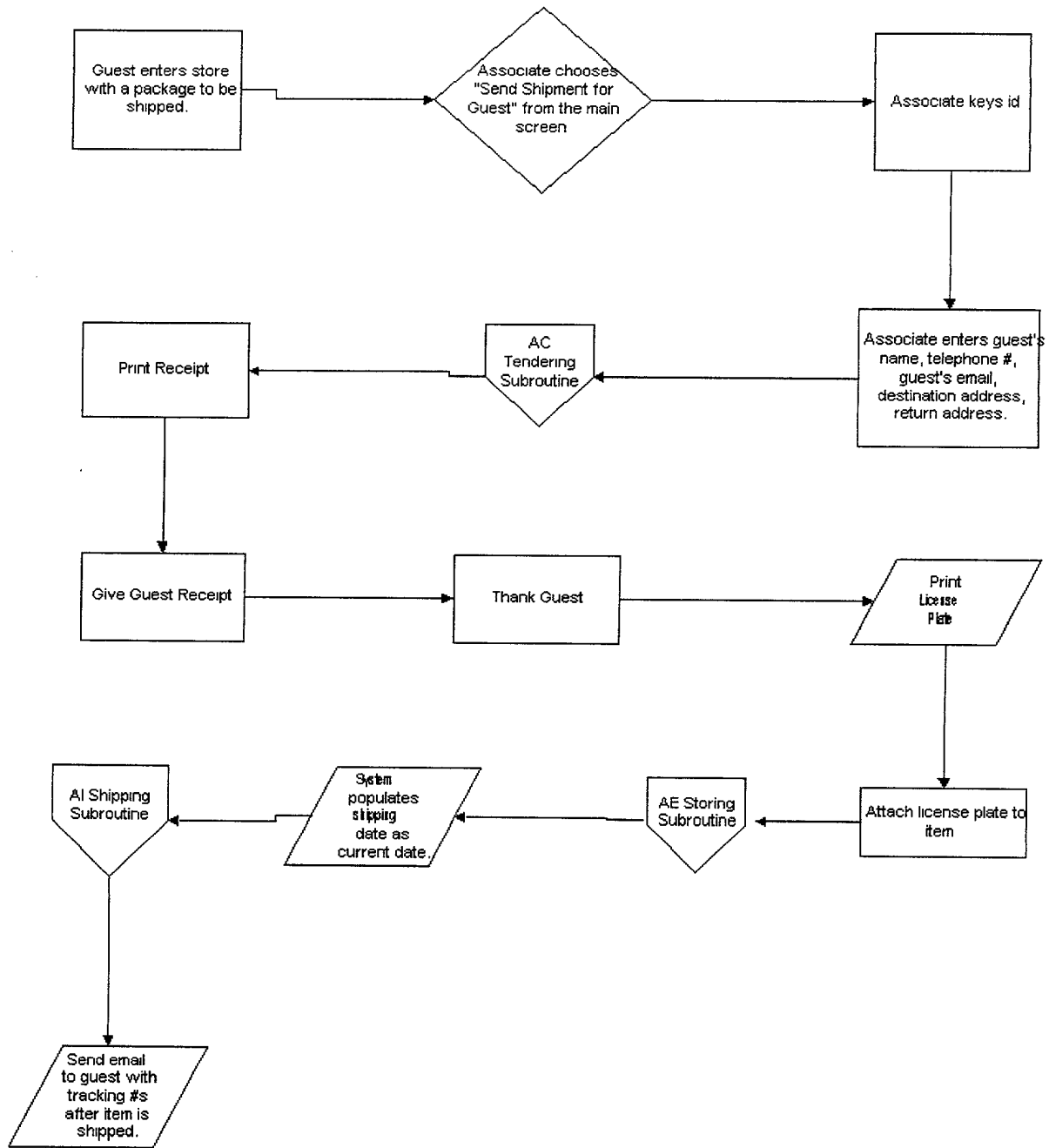


FIG. 11

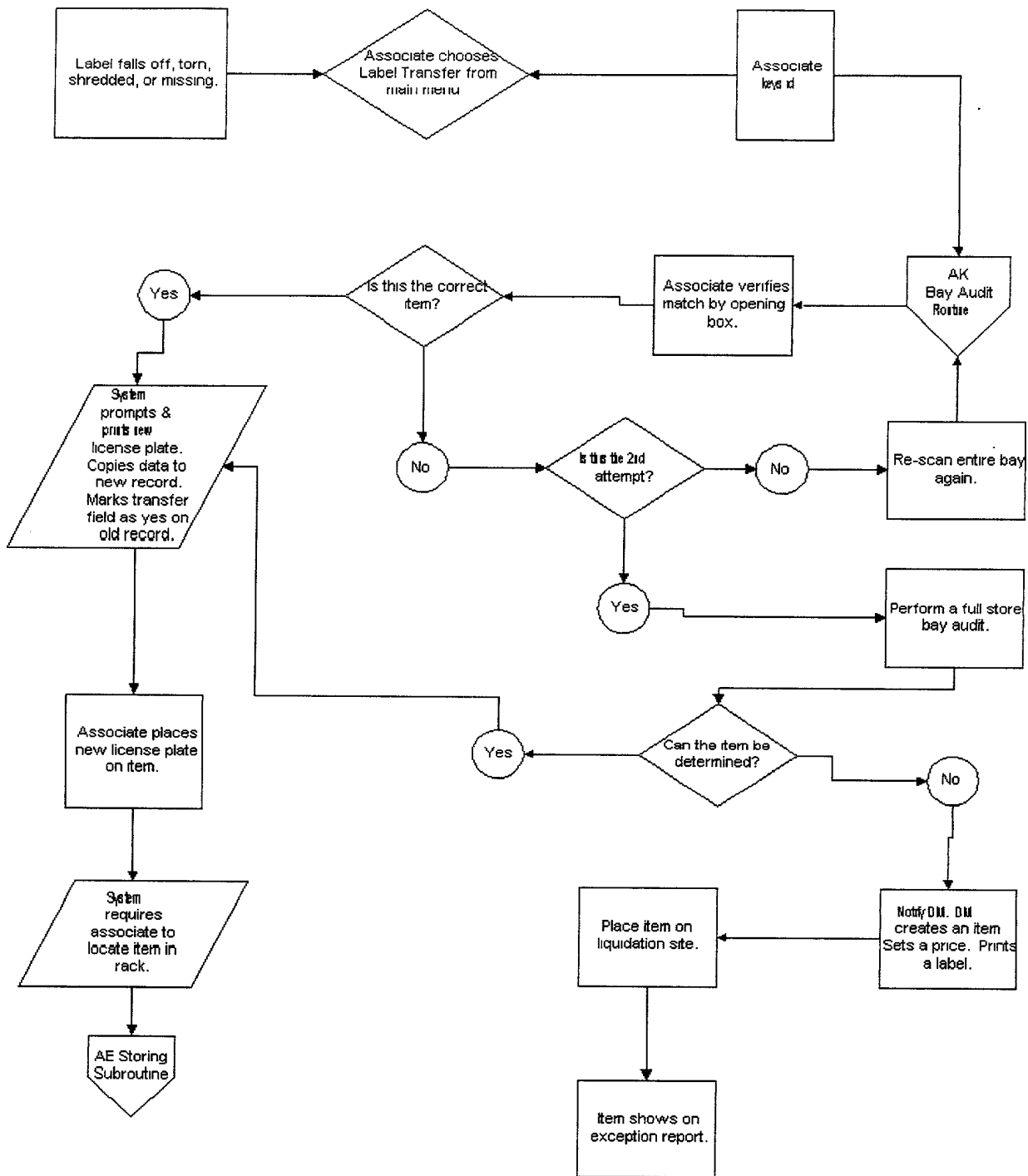


FIG. 12

Return/
Exchange1
Process

Exchange
Process 2

Exchange
Process 3

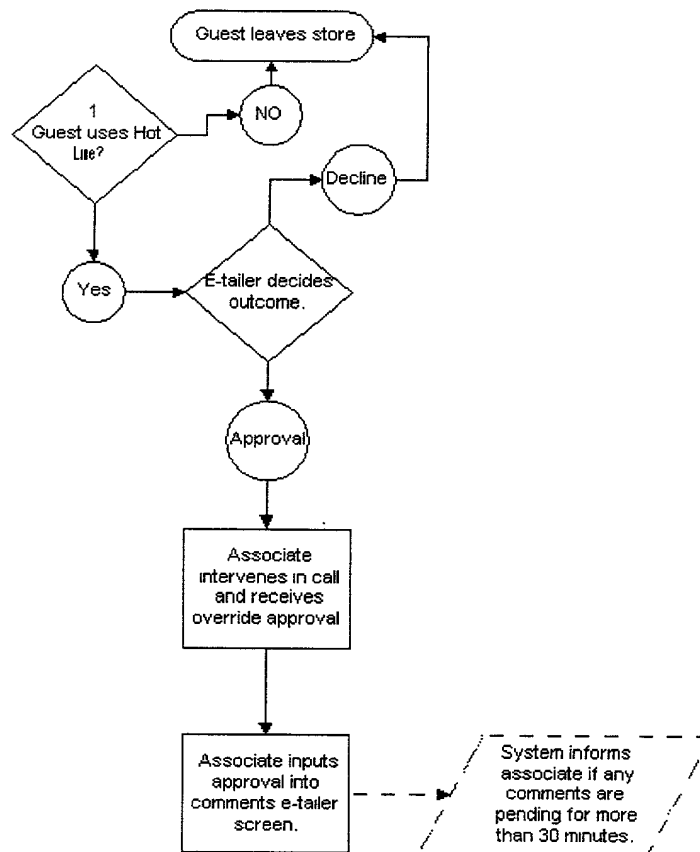


FIG. 13

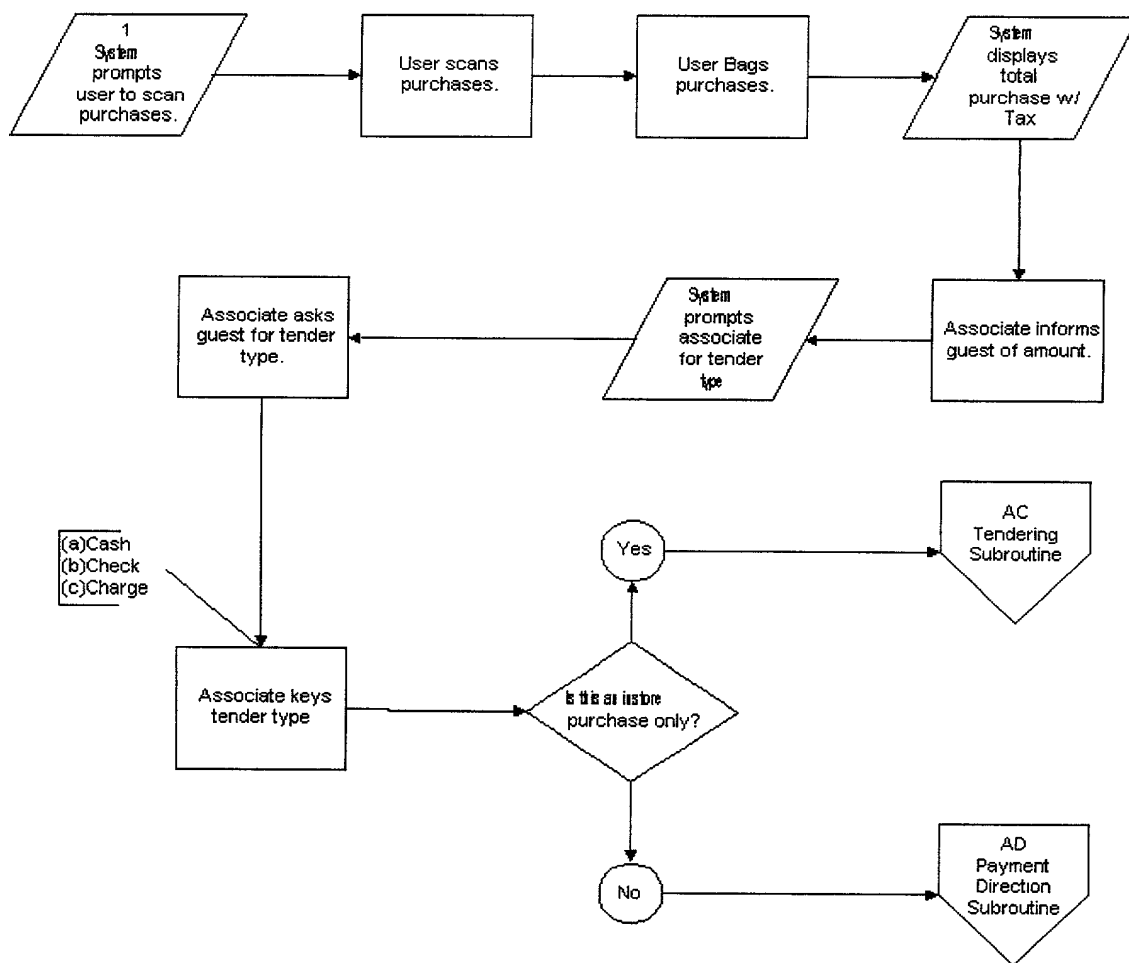
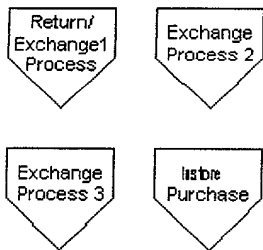


FIG. 14

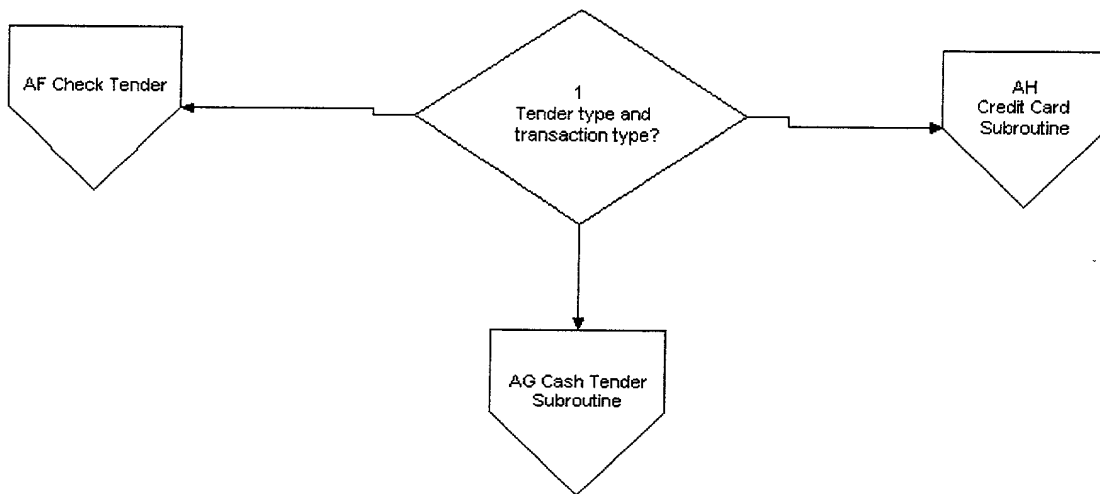
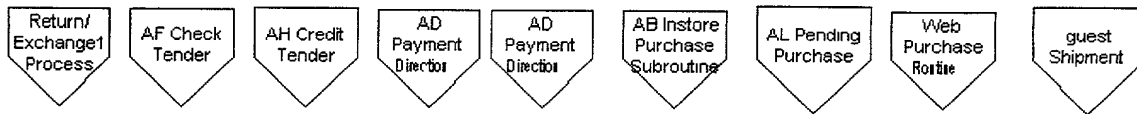


FIG. 15

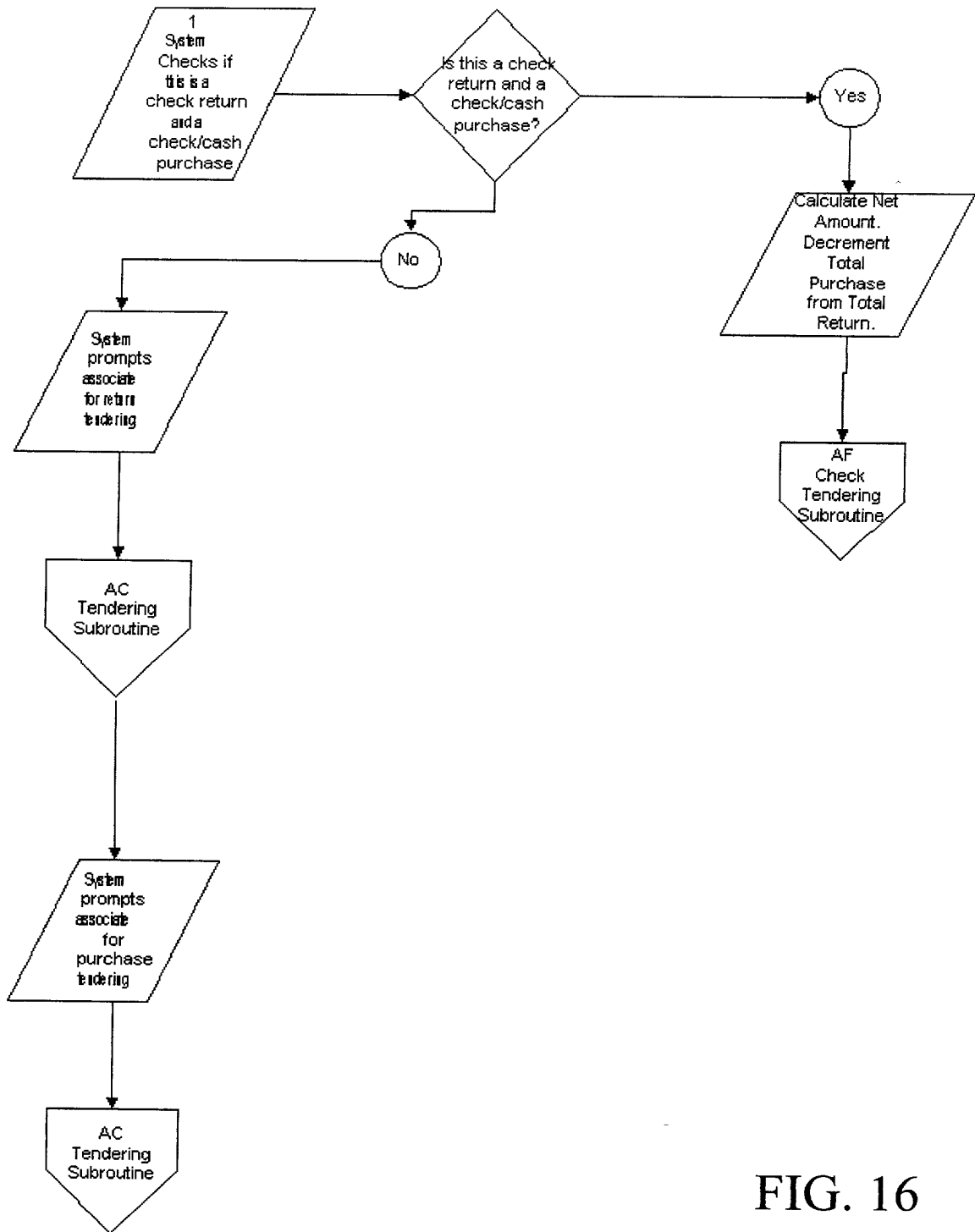
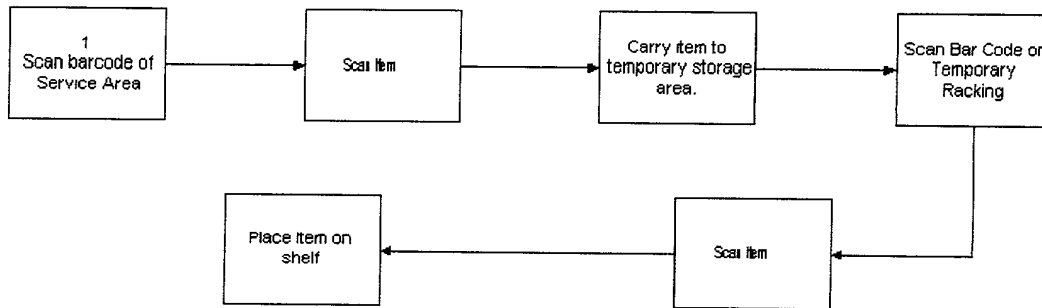


FIG. 16



All stores must empty the temporary storage area at the end of each day.

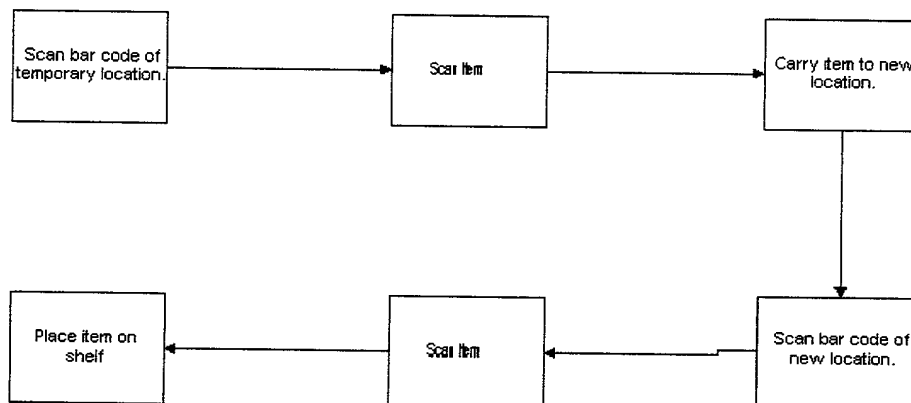


FIG. 17

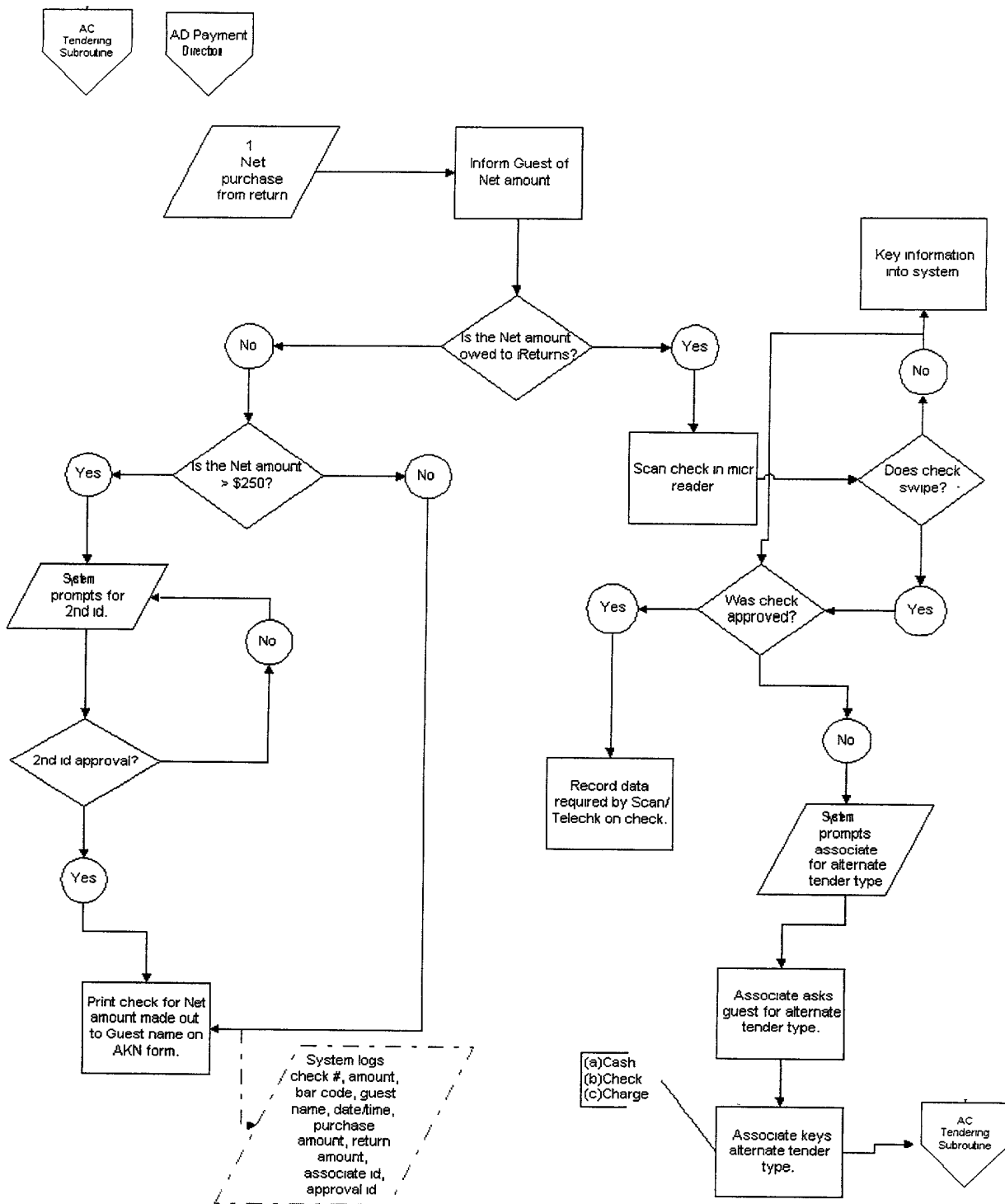


FIG. 18

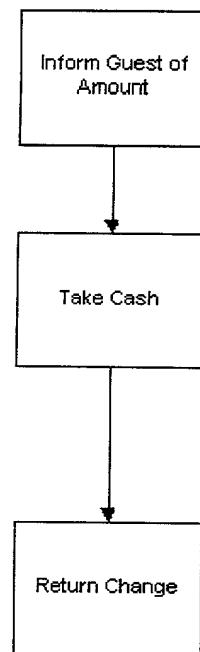


FIG. 19

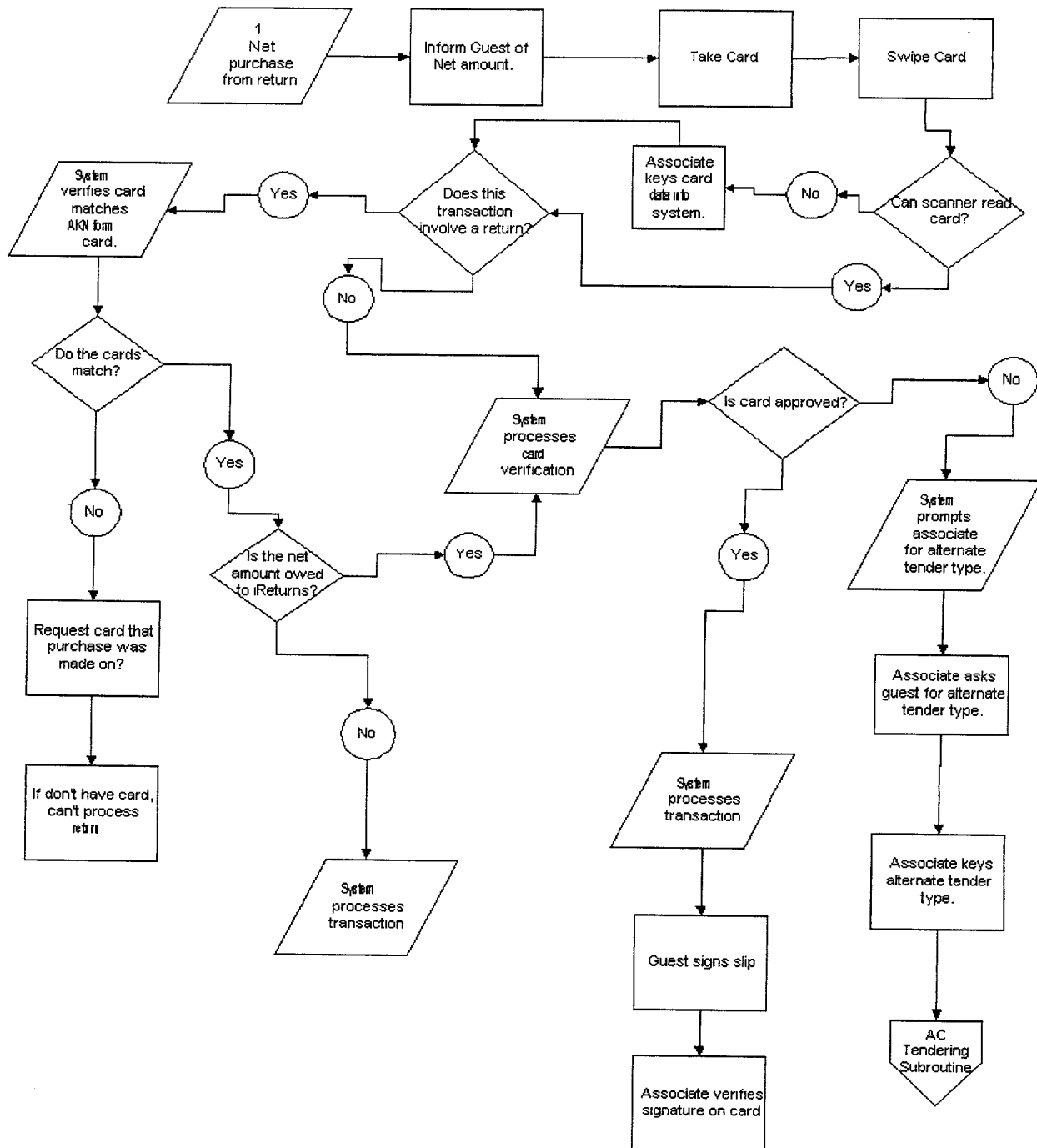


FIG. 20

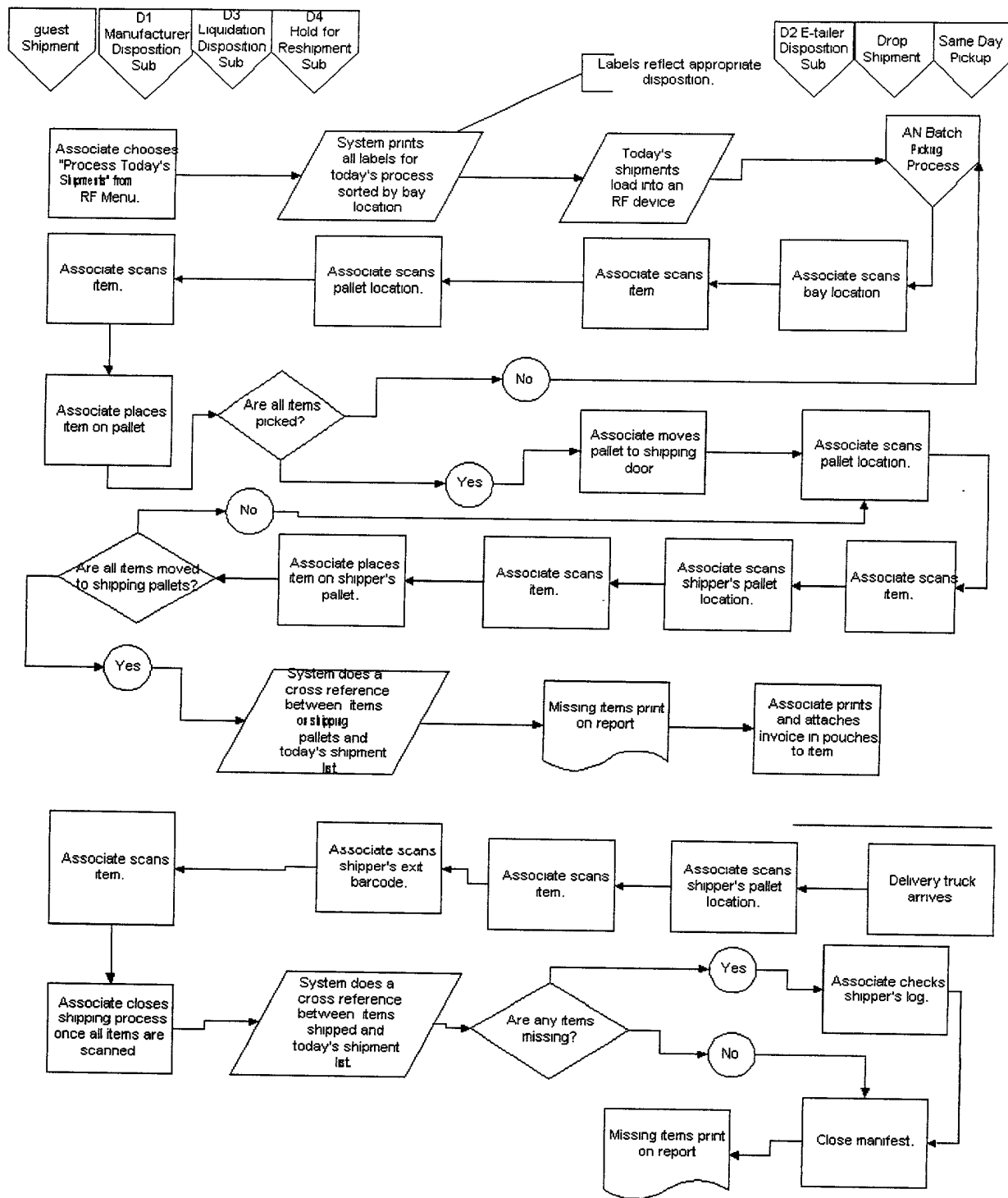


FIG. 21

License Plate Transfer

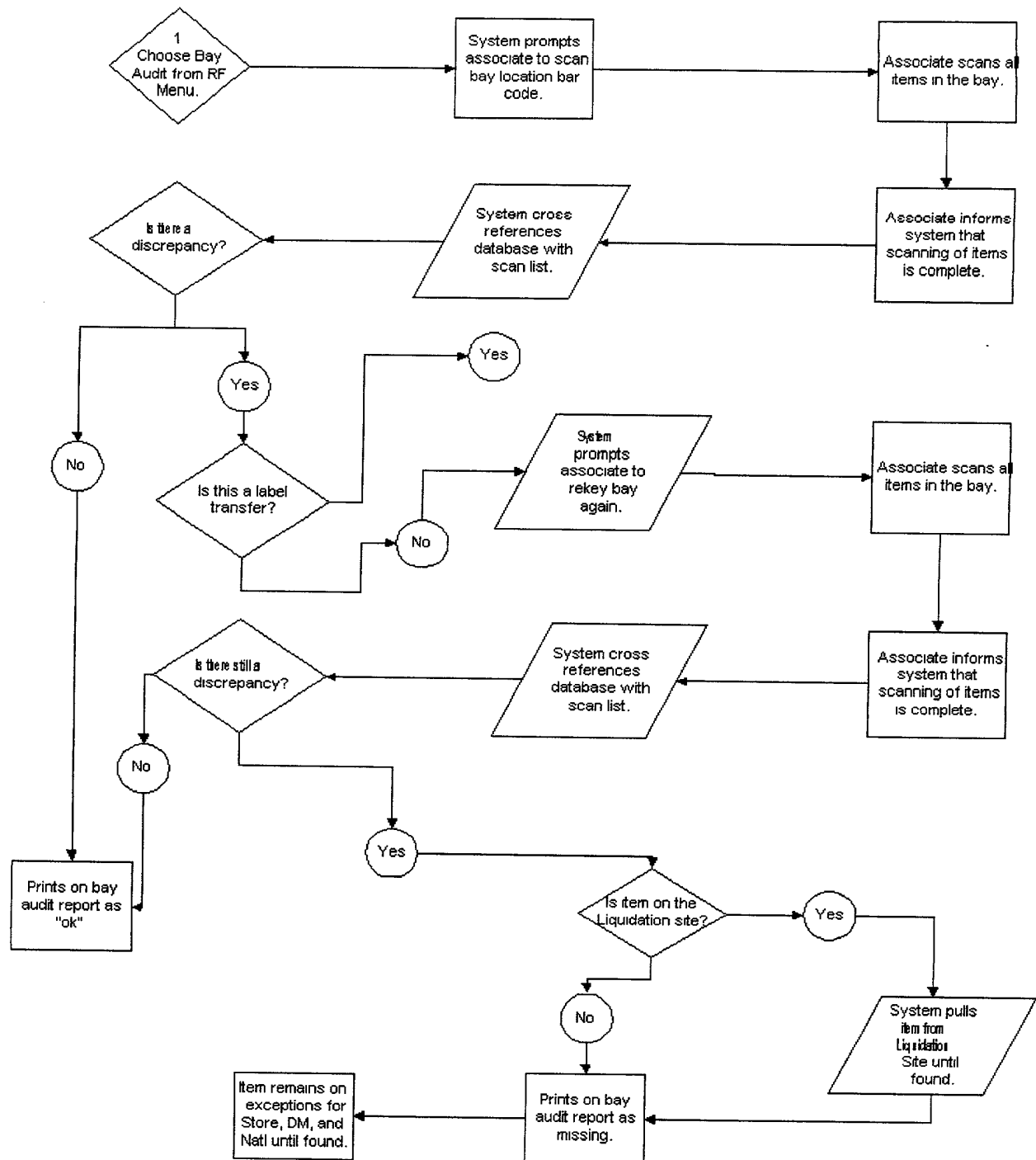


FIG. 22

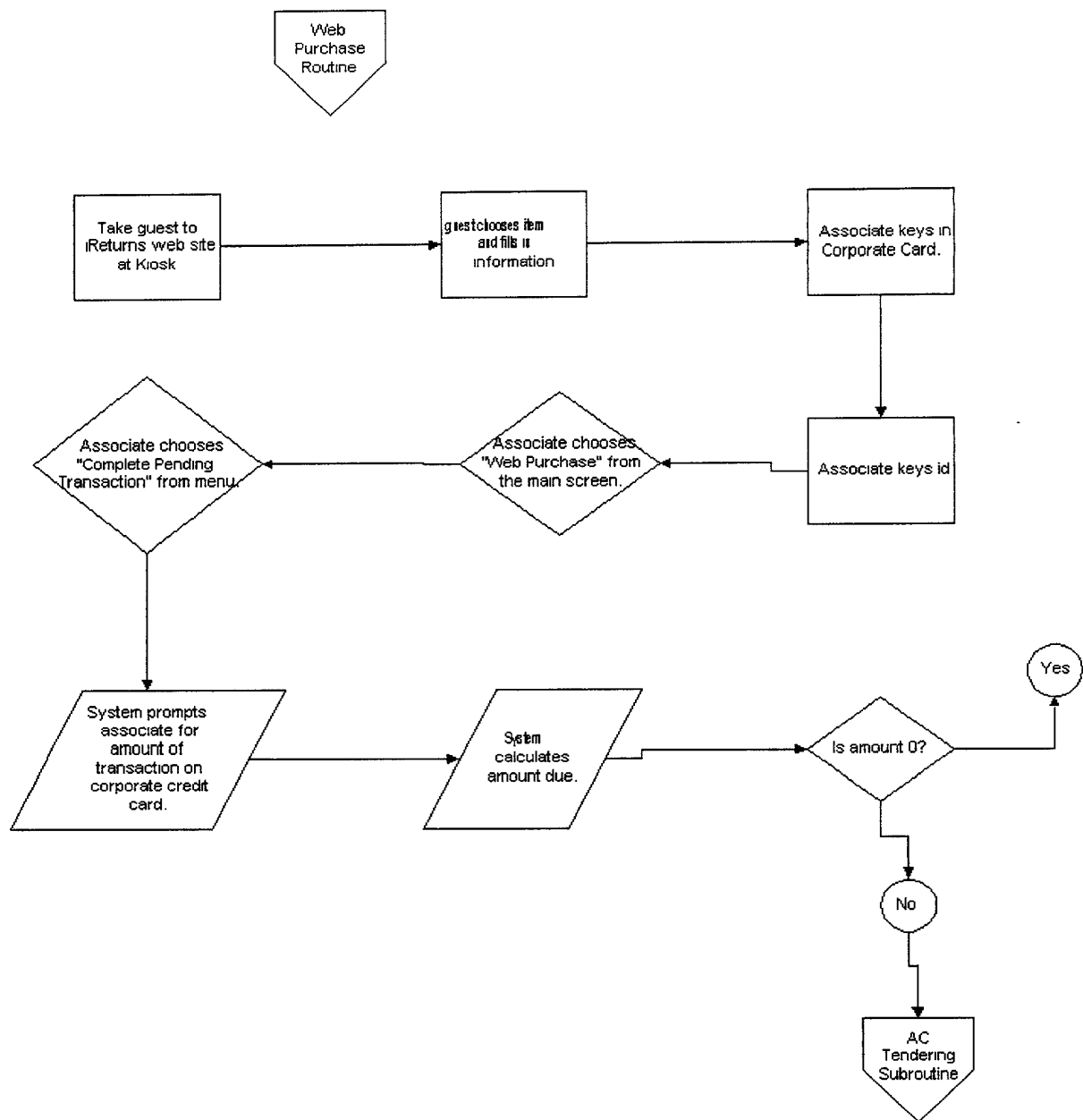


FIG. 23

Same Day
Pickup

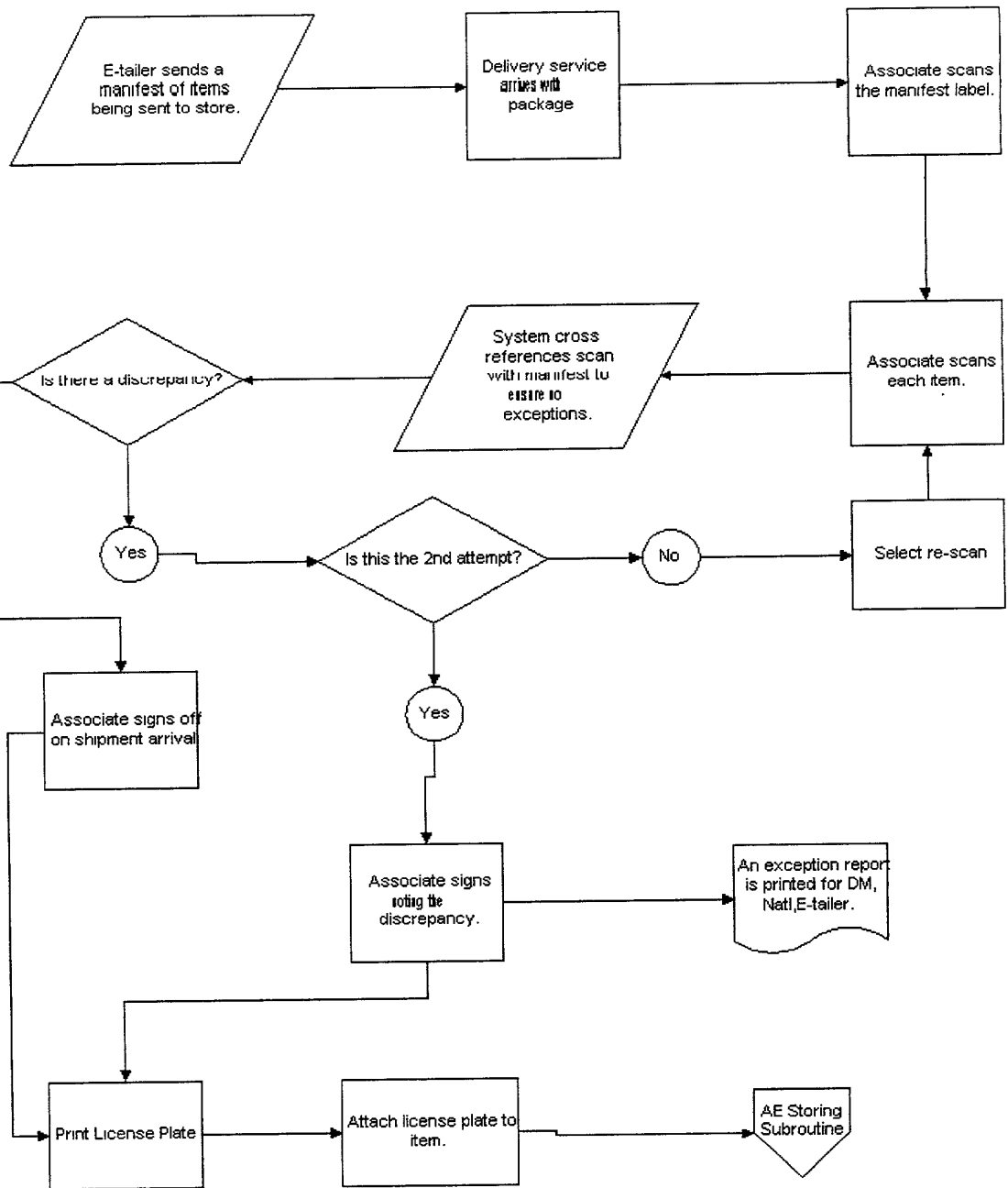


FIG. 24

AI Shipping
Subroutine

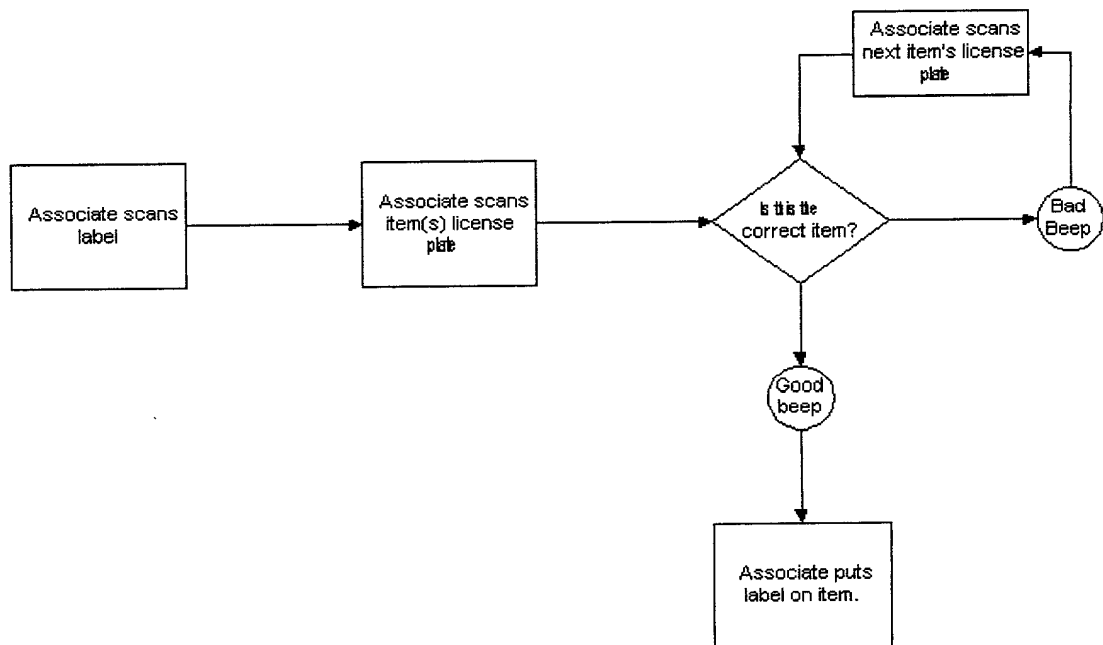


FIG. 25

Return/
Exchange1
Process

Exchange
Process 2

D3 Liquidation
Disposition
Sub

D3 Liquidation
Disposition
Sub

D1
Manufacturer
Disposition
Sub

D2 E-tailer
Disposition Sub

What is the disposition?

D4 Hold for
Reshipment
Sub

D3 Liquidation
Disposition
Sub

FIG. 26

D1
Manufacturer
Disposition
Sub

D2 E-tailer
Disposition
Sub

Same Day
Pickup

Drop
Shipment

D4
Hold for
Reshipment
Sub

Monthly,
system
consolidates
expenses
and revenue
by e-tailer

Send checks/bills
to e-tailer.

FIG. 27

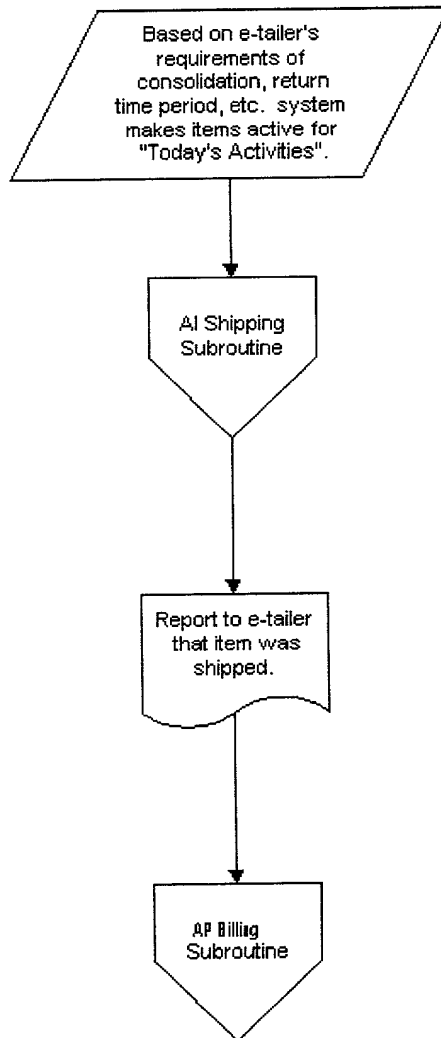


FIG. 28

605434360

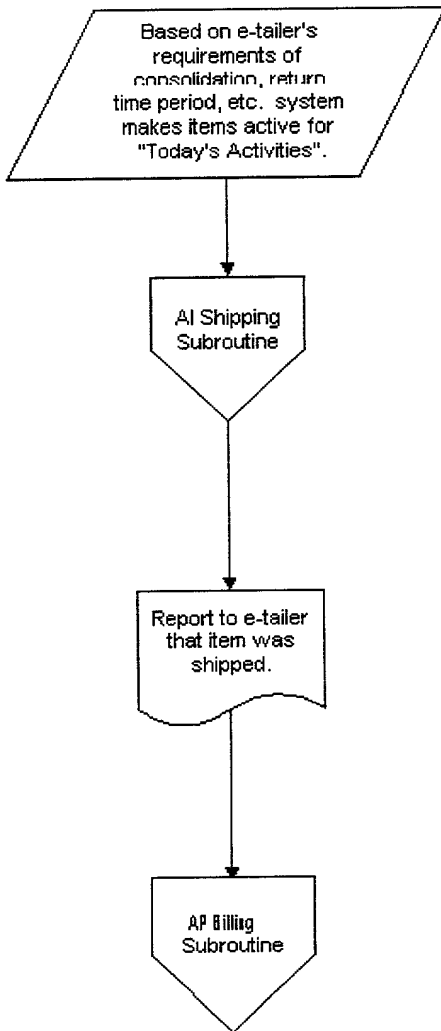
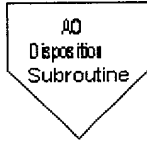
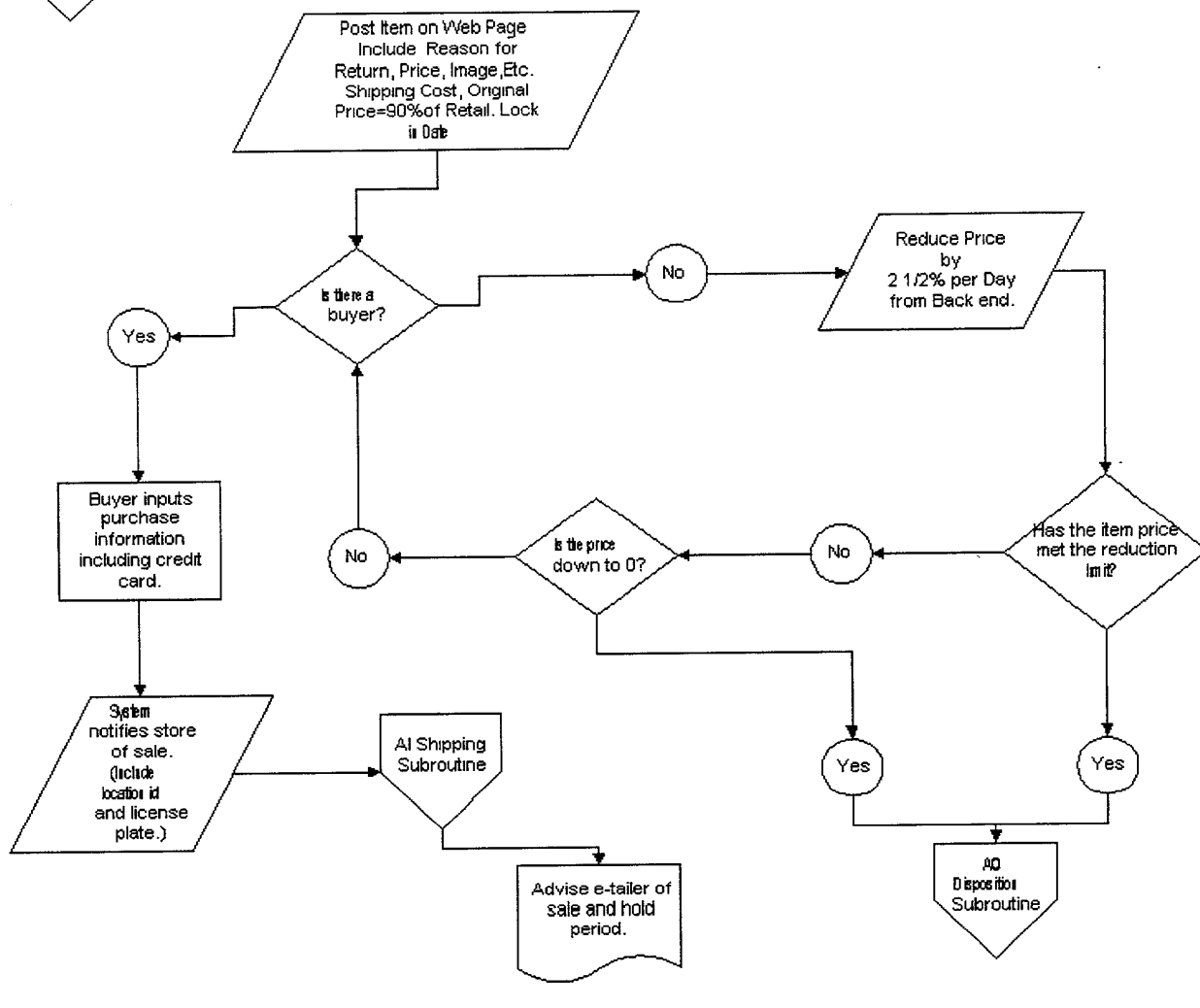
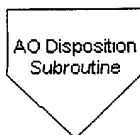


FIG. 29



Wait until warranty period is over.

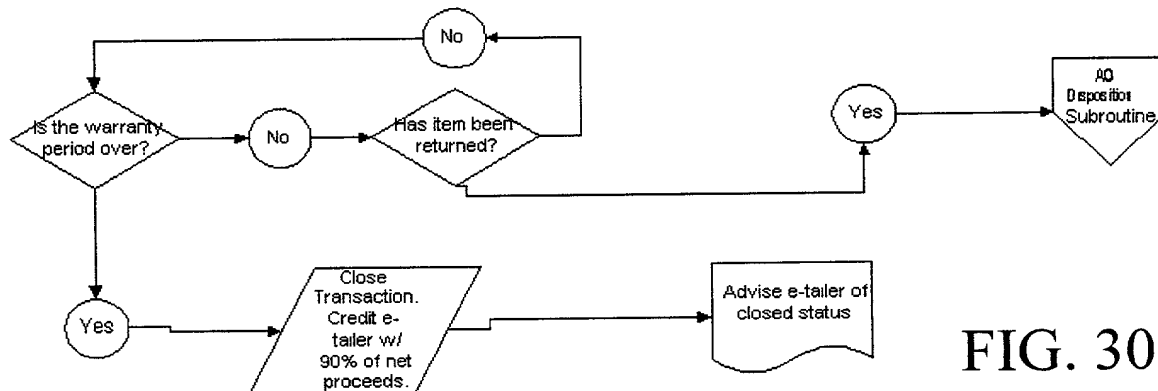


FIG. 30

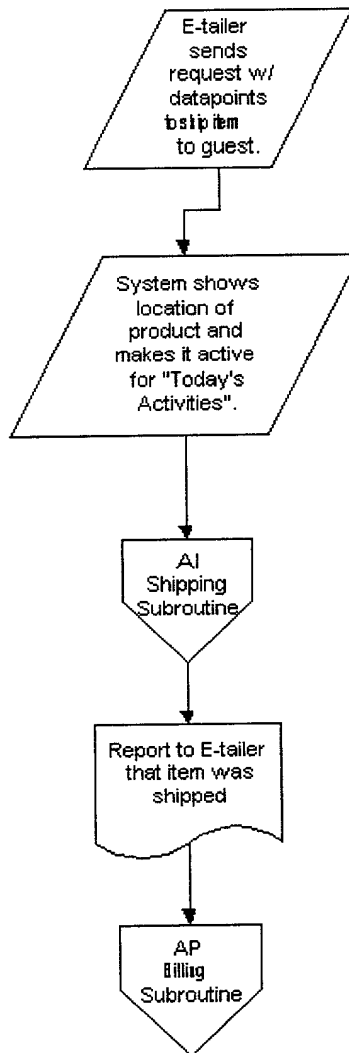


FIG. 31

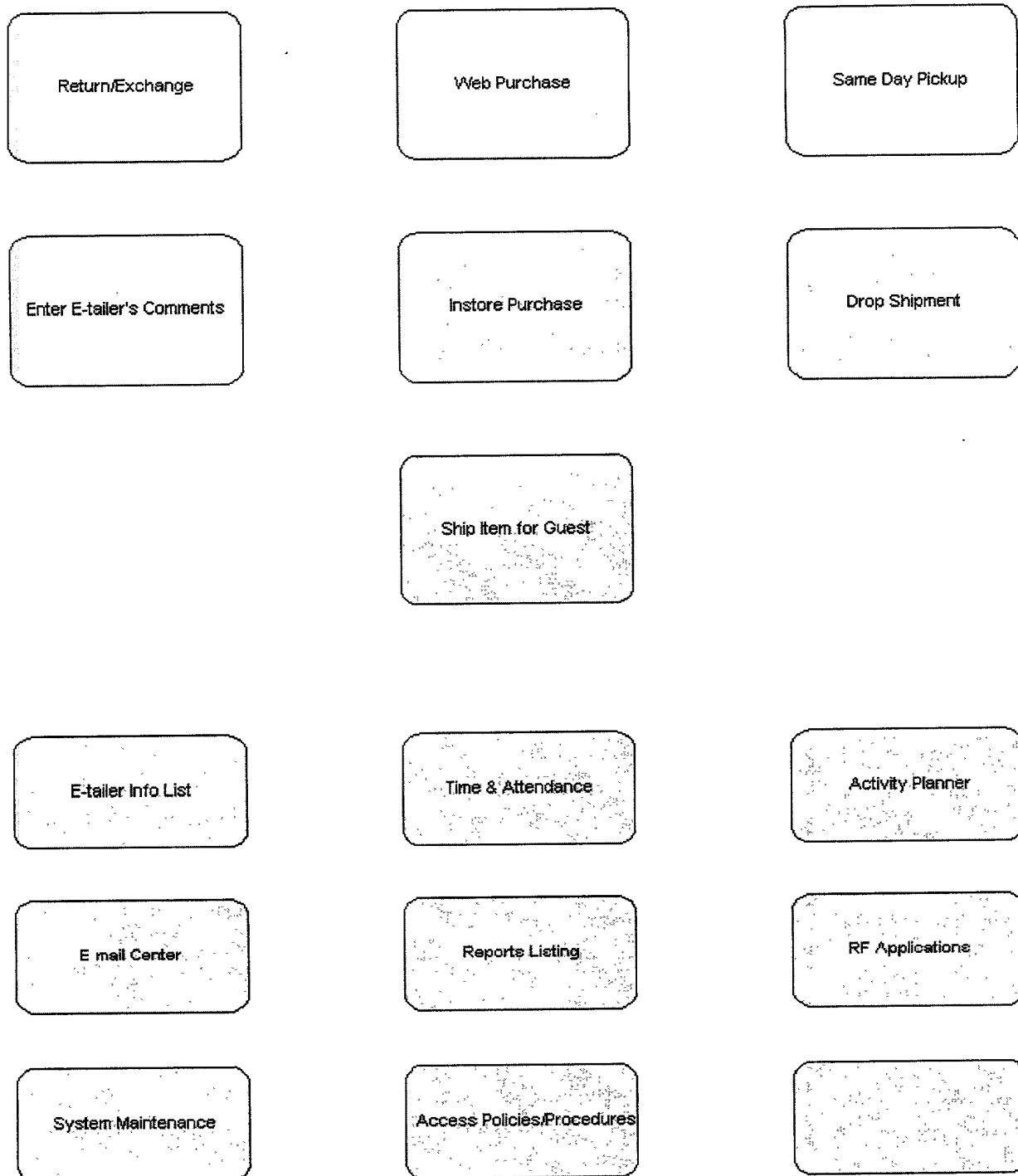


FIG. 32

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 33

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____

City: Fill-in Based on Zip Code

Amount of Transaction: \$ _____

Check ☐

Cash ☐

Credit Card ☐

Gift Certificate ☐

Other _____

Submit

FIG. 34

Date of Issue: 7/1/2000

E-tailer Name: Amazon

Customer Name: Lance Casler

Customer Address: 23 Pershing Avenue
Ridgewood, NJ 07450

Item Description: Book

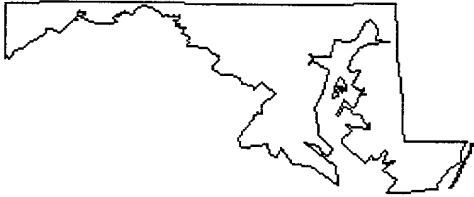
Item Returned: Harry Potter and the Chamber of Secrets

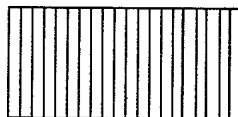
Amount of Return: \$10.00

****You must bring this form with the following items by 8/1/2000****

Terms of Return:

1. Book
2. Book Sleeve

IF iReturns IN CITY	IF iReturns NOT IN CITY
iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u>	PLEASE MAIL PRODUCT TO: 90 Painters Mill Road Suite 2000 Owings Mills, MD 21117
Returns Phone #: <u>(410)455-2338</u>	
iReturns Hours: <u>9 AM to 10PM</u>	
Driving Directions:  Take I-95S to I-695 W to 83 S.	

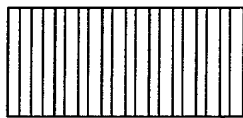


0345445667899844

Authorization #: 39488588392020

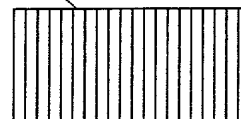
FIG. 35

Ship From:
iReturns.com Inc.
Store 1122333
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117



√ iReturns License Plate

UPS Bar Code



Ship To:
Lance Casler
23 Pershing Ave
Ridgewood, NJ 07452

Item Name: Harry Potter and the Chamber of Secrets

Item Description: Book

Shipper: UPS

Location: AO1

FIG. 36

iReturns.com Inc.
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

Returns:

0222222	VCR	\$150.00
2399044	Book	\$ 15.00
Total		\$165.00

Purchases:

2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
Total		\$ 8.75

FIG. 37

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
(1) Book	<input type="checkbox"/>	<input type="checkbox"/>
(2) Book Sleeve	<input type="checkbox"/>	<input type="checkbox"/>

SUBMIT

CANCEL

FIG. 38

Store Number: 1122333

= Type of Store

= Region

= Store

License Plate: aaaaabbbbbcccccc

a = e-tailer

b = date (mm/dd/yy)

c = item #

FIG. 39

First Name
 Last Name
 Phone #
 E-tailer Name
 E-tailer ID
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Intrusive or nonintrusive e-tailer
 Credit Card # - (1)
 Credit Card type - (1)
 Credit Card Expiration Date - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of Item - (1)
 Insurance requirements for shipping - (1)
 Terms for a valid return - (1)
 SKU # - (1)
 Exchange Item - (1)
 Exchange Item Price - (1)
 Exchange Item Manufacturer - (1)
 Exchange Item Serial # - (1)
 Exchange Item SKU # - (1)
 Primary Disposition Type- (1)
 Primary Disposition: Street Address - (1)
 Primary Disposition: City - (1)
 Primary Disposition: State - (1)
 Primary Disposition: Zip Code - (1)
 Secondary Disposition Type- (1)
 Secondary Disposition: Street Address - (1)
 Secondary Disposition: City - (1)
 Secondary Disposition: State - (1)
 Secondary Disposition: Zip Code - (1)
 Ultimate Disposition Type- (1)
 Ultimate Disposition: Street Address - (1)
 Ultimate Disposition: City - (1)
 Ultimate Disposition: State - (1)
 Ultimate Disposition: Zip Code - (1)
 Manufacturer Warranty - (1)
 Credit Card # - (2)
 Credit Card type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)

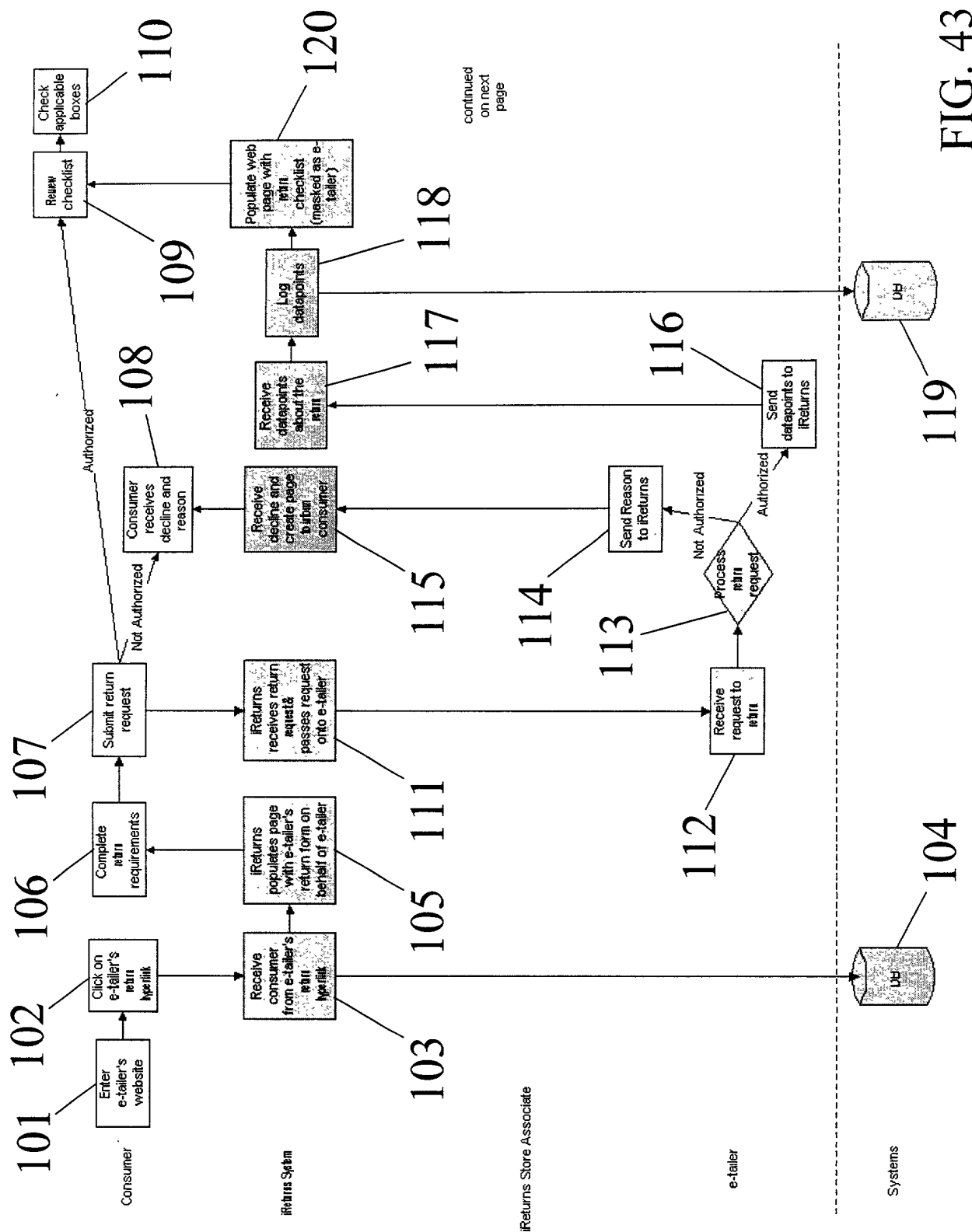
FIG. 40

Exchange Item - (2)
Exchange Item Price - (2)
Exchange Item Manufacturer - (2)
Exchange Item Serial # - (2)
Exchange Item SKU # - (2)
Primary Disposition Type- (2)
Primary Disposition: Street Address - (2)
Primary Disposition: City - (2)
Primary Disposition: State - (2)
Primary Disposition: Zip Code - (2)
Secondary Disposition Type- (2)
Secondary Disposition: Street Address - (2)
Secondary Disposition: City - (2)
Secondary Disposition: State - (2)
Secondary Disposition: Zip Code - (2)
Ultimate Disposition Type- (2)
Ultimate Disposition: Street Address - (2)
Ultimate Disposition: City - (2)
Ultimate Disposition: State - (2)
Ultimate Disposition: Zip Code - (2)
Manufacturer Warranty - (2)
Bill To Street Address
Bill To City
Bill To State
Bill To Zip

FIG. 41

<u>Routine Name</u>	<u>Page #</u>	<u>Routine Name</u>	<u>Page #</u>
Return Process - Web (1)	2	Shipping Routine (3)	26
Return Process - Web (2)	3	Receive Shipment Subroutine	27
Return Process - Store (1)	4	Batch Picking Process	28
Return Process - Store (2)	5	Disposition Direction	29
Return Process - Store (3)	6	Guest Pickup Subroutine	30
Return Process - Store (4)	7	Liquidation Routine	31
Instore Purchase	8	Bay Audit Routine (1)	32
Web Purchase	9	Bay Audit Routine (2)	33
Same Day Pickup (1)	10	License Plate Transfer (1)	34
Same Day Pickup (2)	11	License Plate Transfer (2)	35
Drop Shipment (1)	12	Main Menu	36
Drop Shipment (2)	13	RF Application Menu	37
Guest Shipment (1)	14	Web Purchase Form	38
Guest Shipment (2)	15	AKN Form	39
Instore Purchase Subroutine	16	Label Format	40
Tendering Routine	17	Receipt Format	41
Payment Direction	18	Return Checklist (Web)	42
Storage Subroutine	19	Store Number & License Plate	43
Cash Tender Subroutine	20	Data Points (1)	44
Credit Tender Subroutine	21	Data Points (2)	45
Check Tender Subroutine	22	System Arch	46
Create Virtual Account	23	Dynamic RMA Ver 1	47
Shipping Routine (1)	24	Dynamic RMA Ver 2	48
Shipping Routine (2)	25		

FIG. 42



continued
on next
page

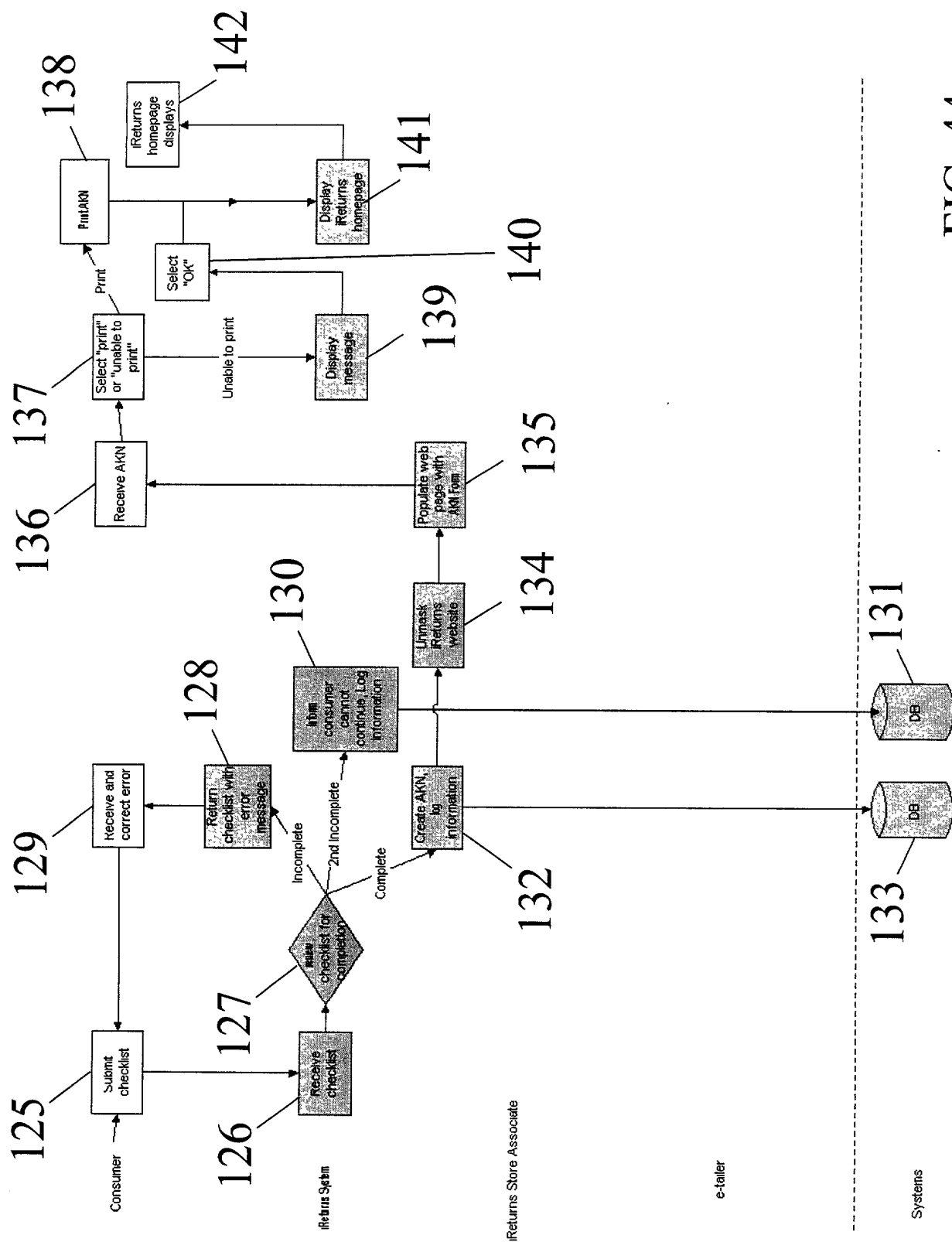


FIG. 44

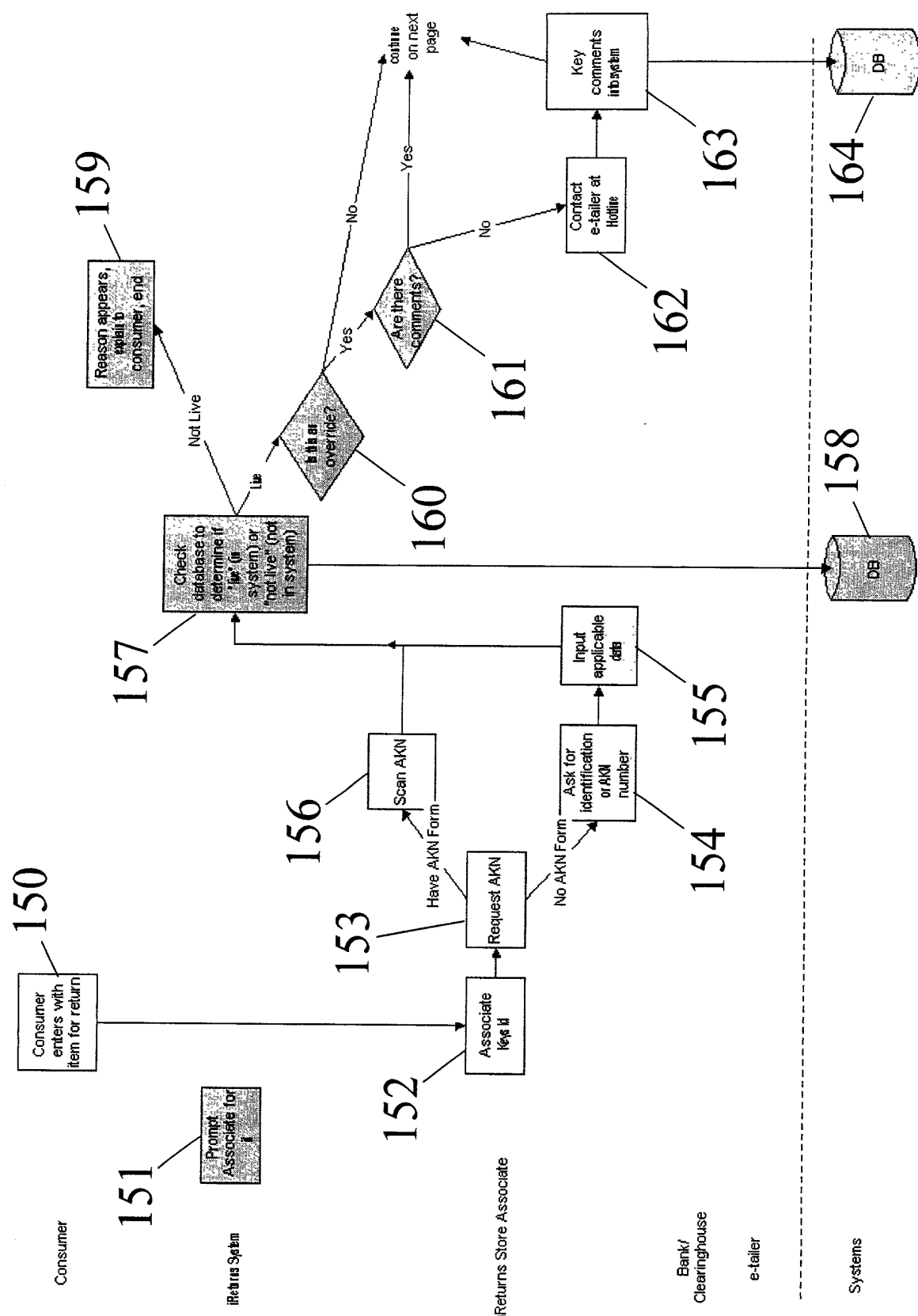
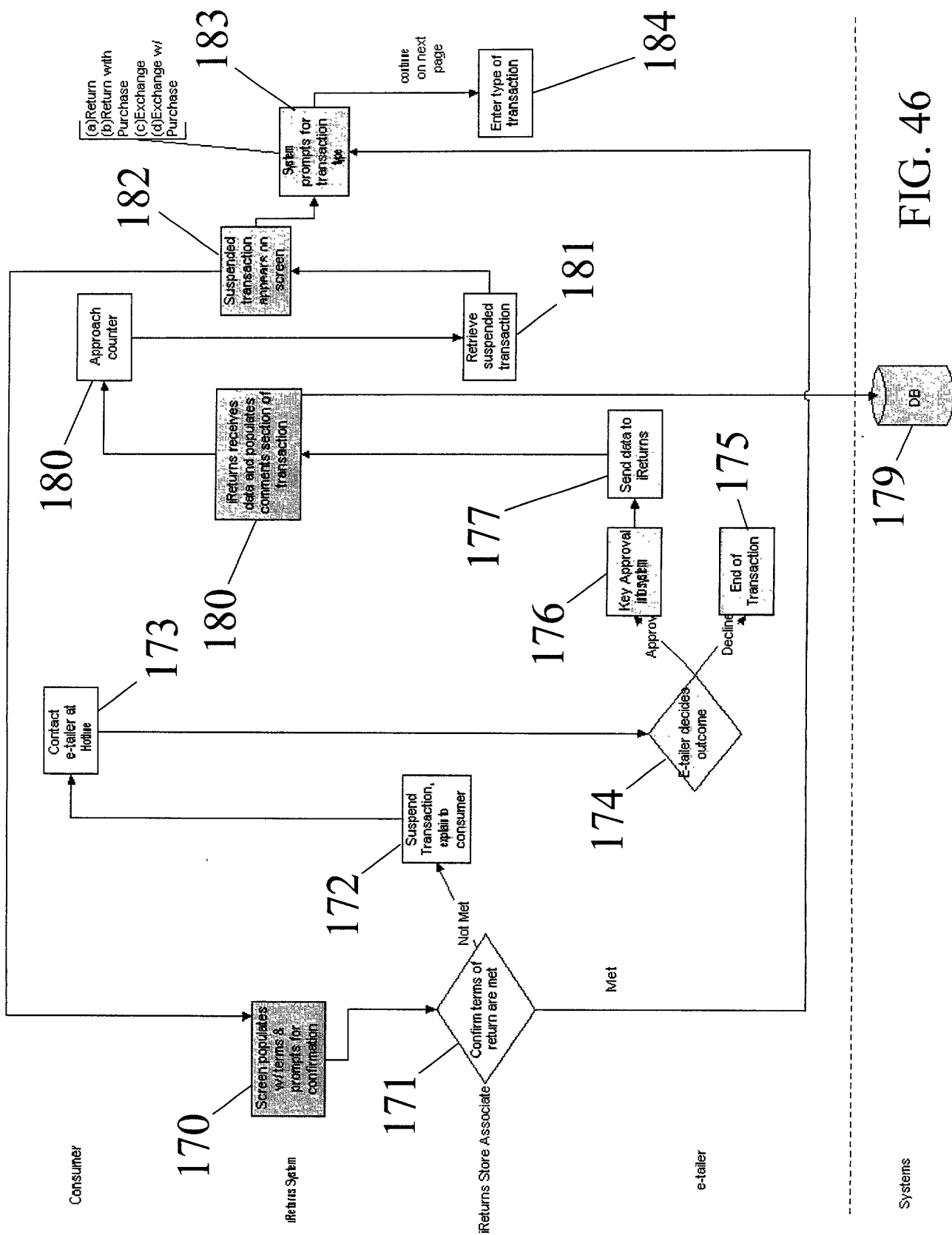
[illegible]

FIG. 45



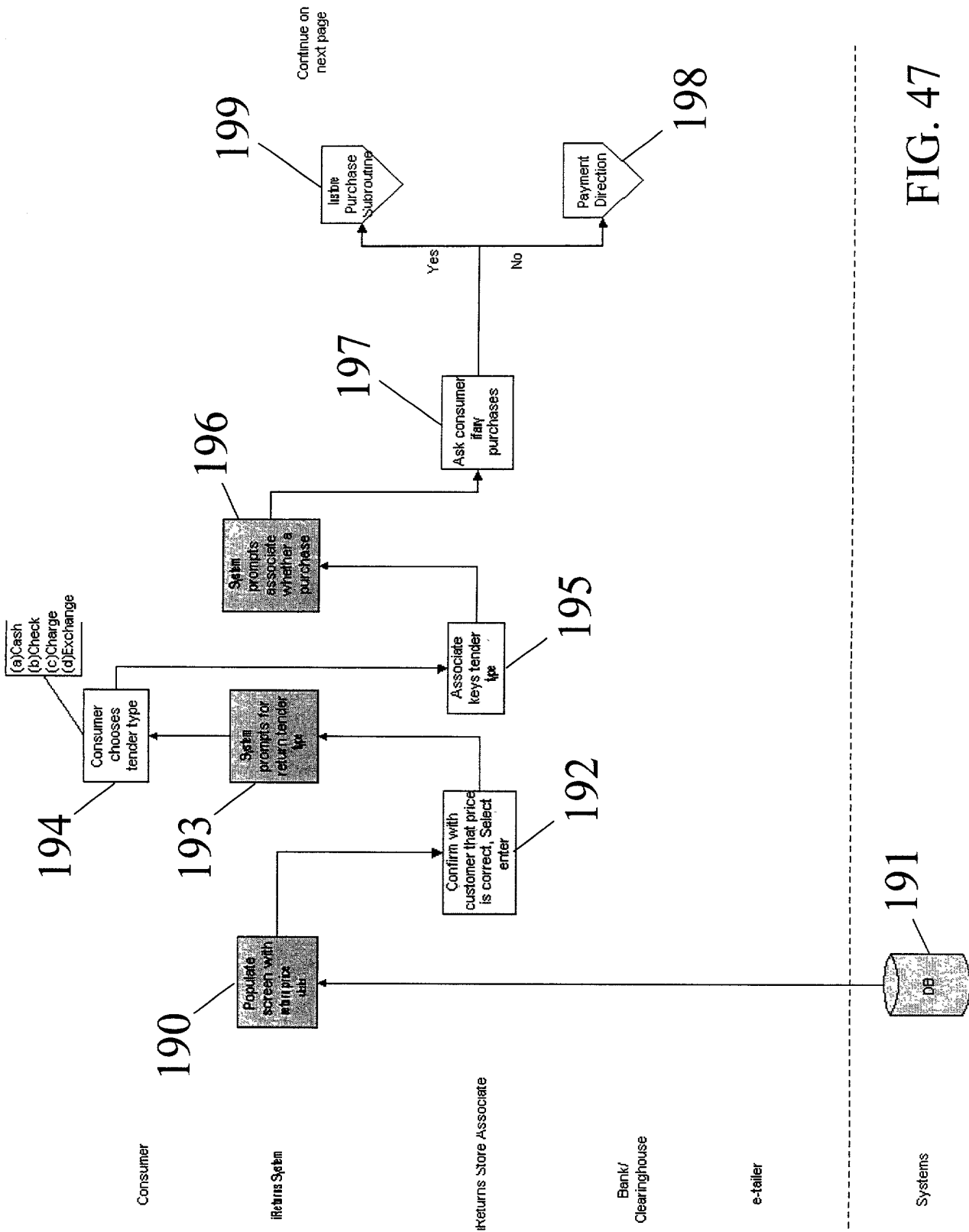


FIG. 47

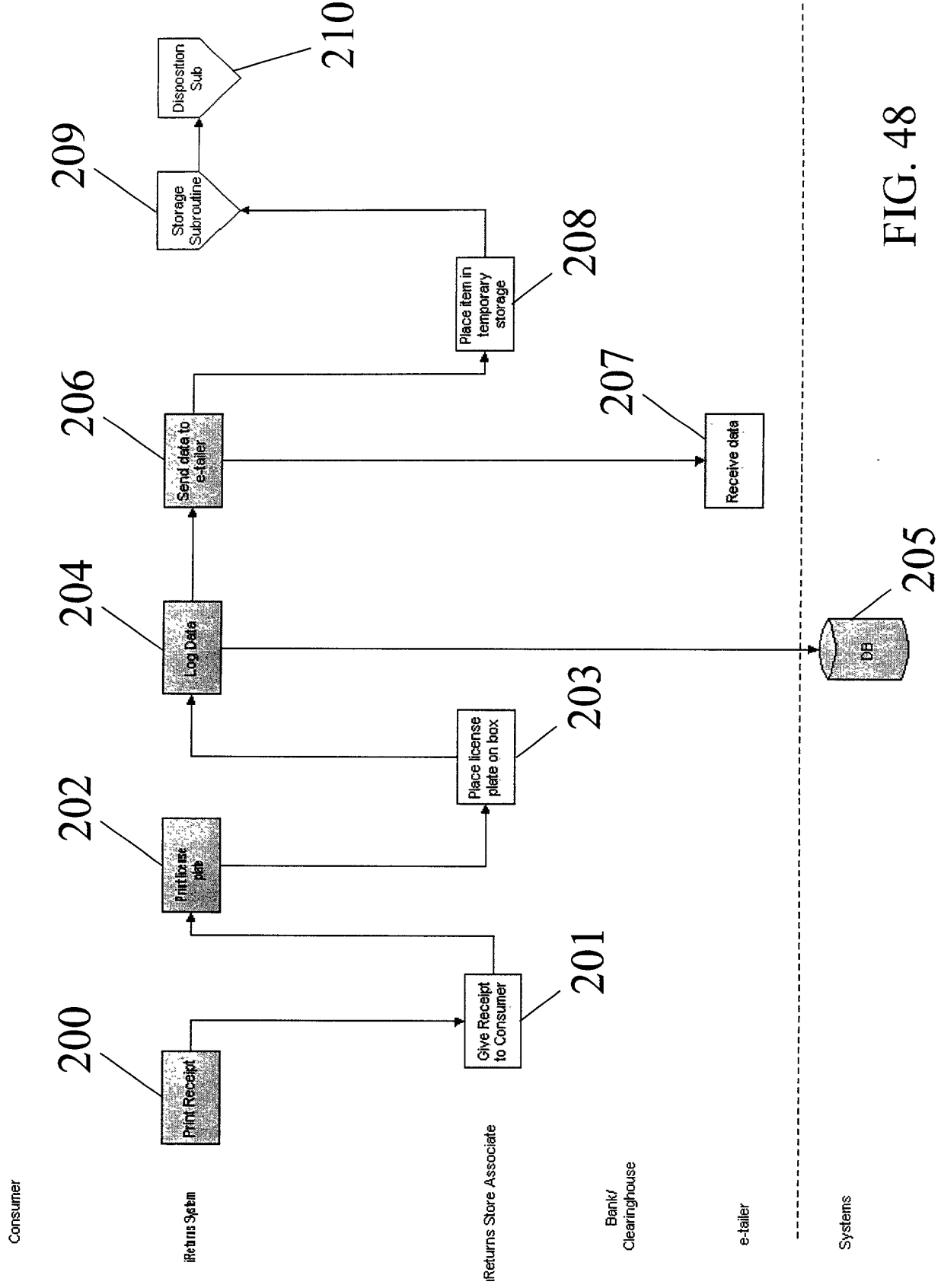


FIG. 48

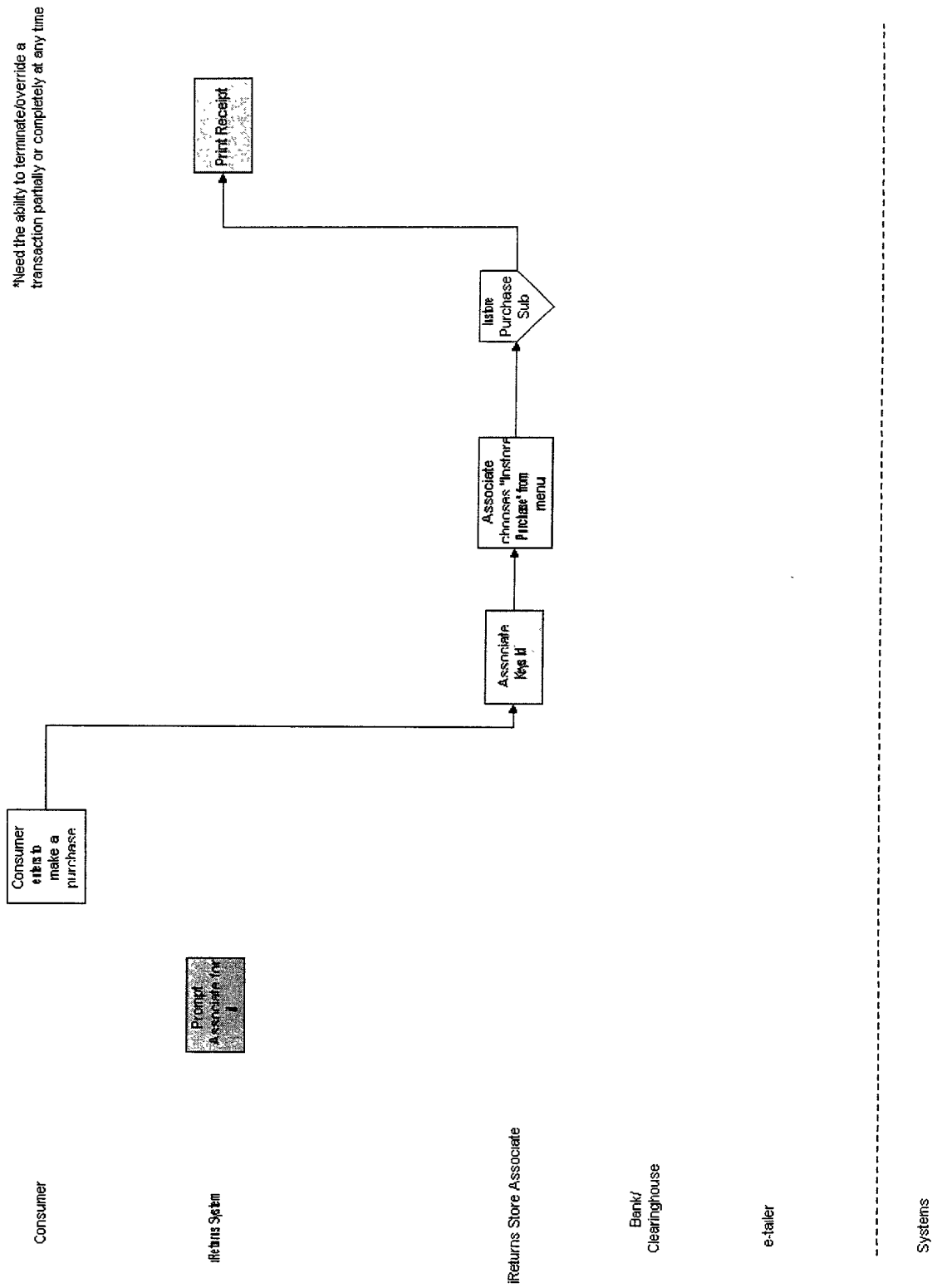


FIG. 49

*Need the ability to terminate/override a transaction partially or completely at any time.

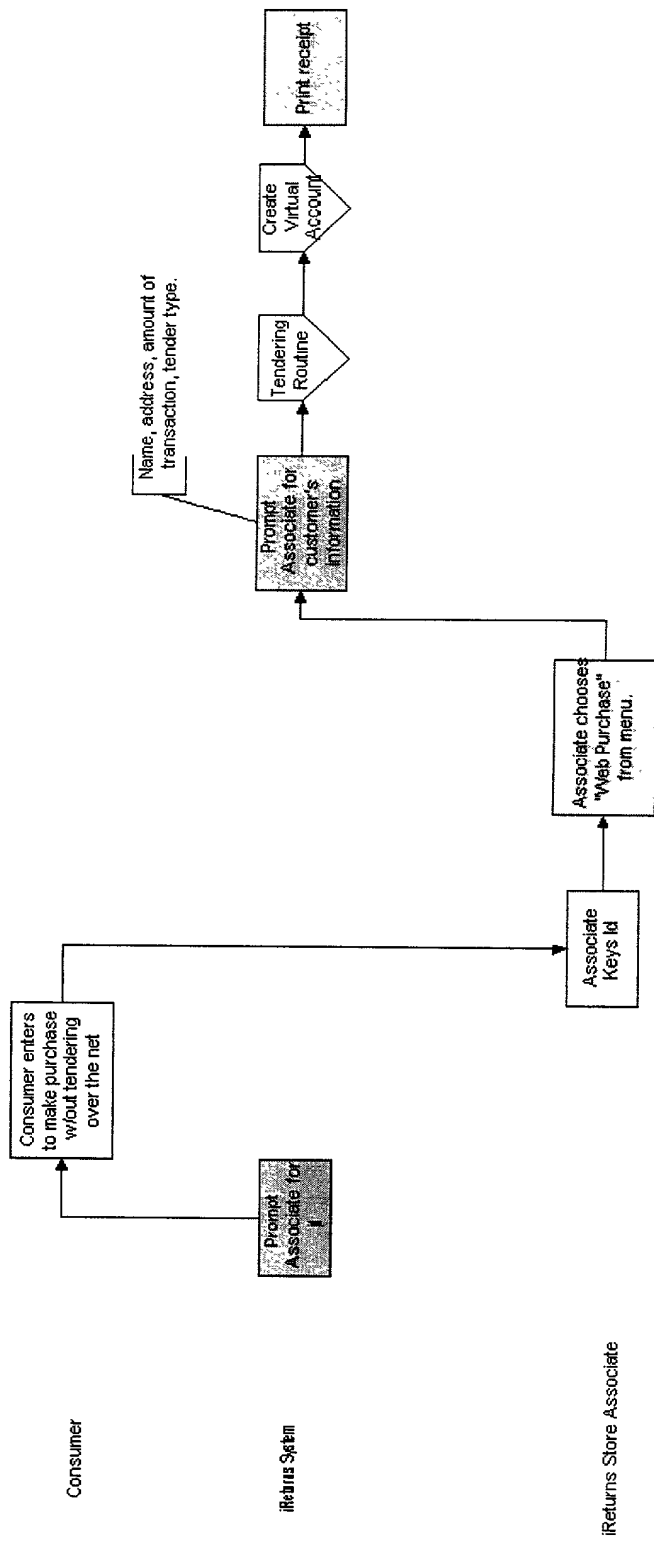


FIG. 50

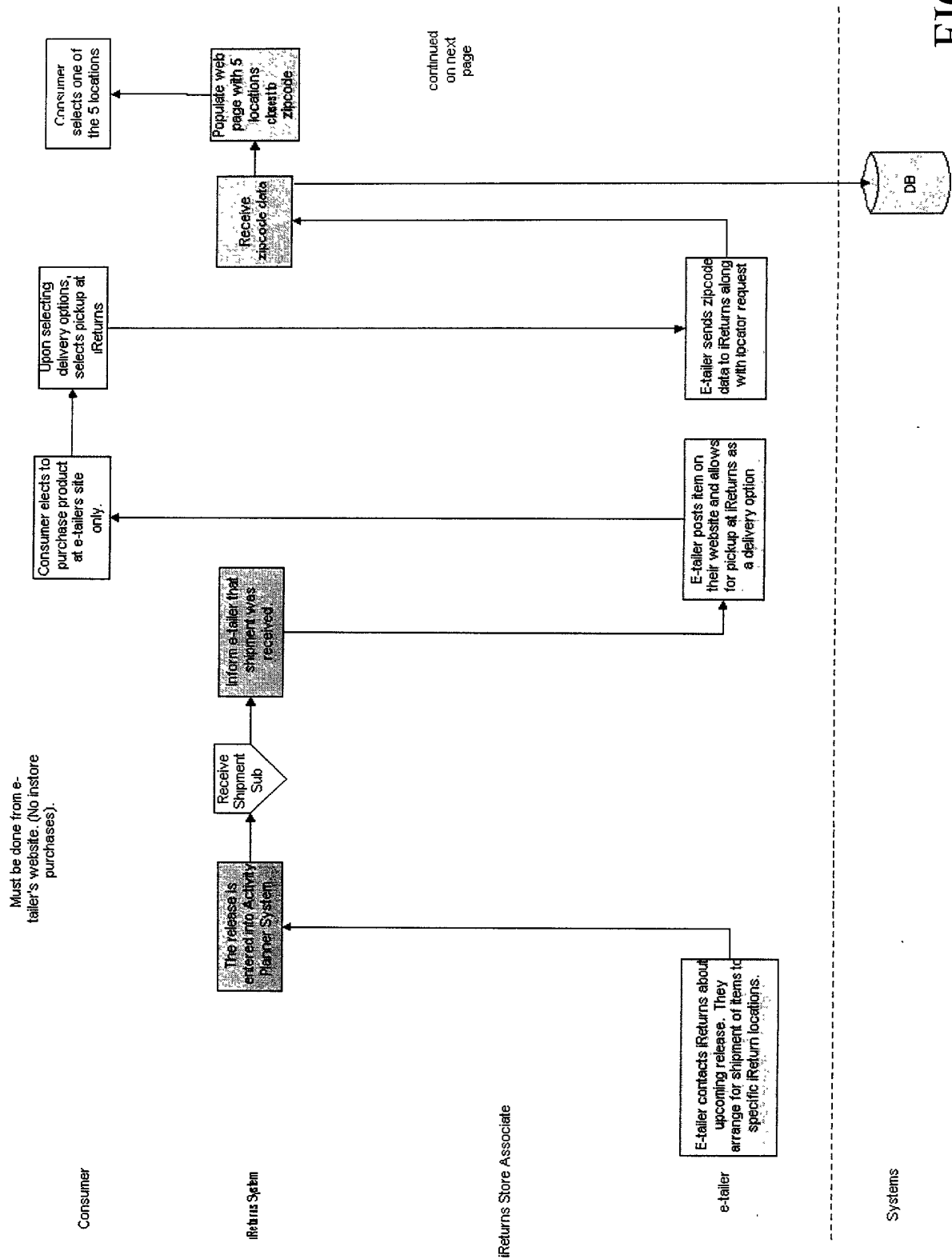


FIG. 51

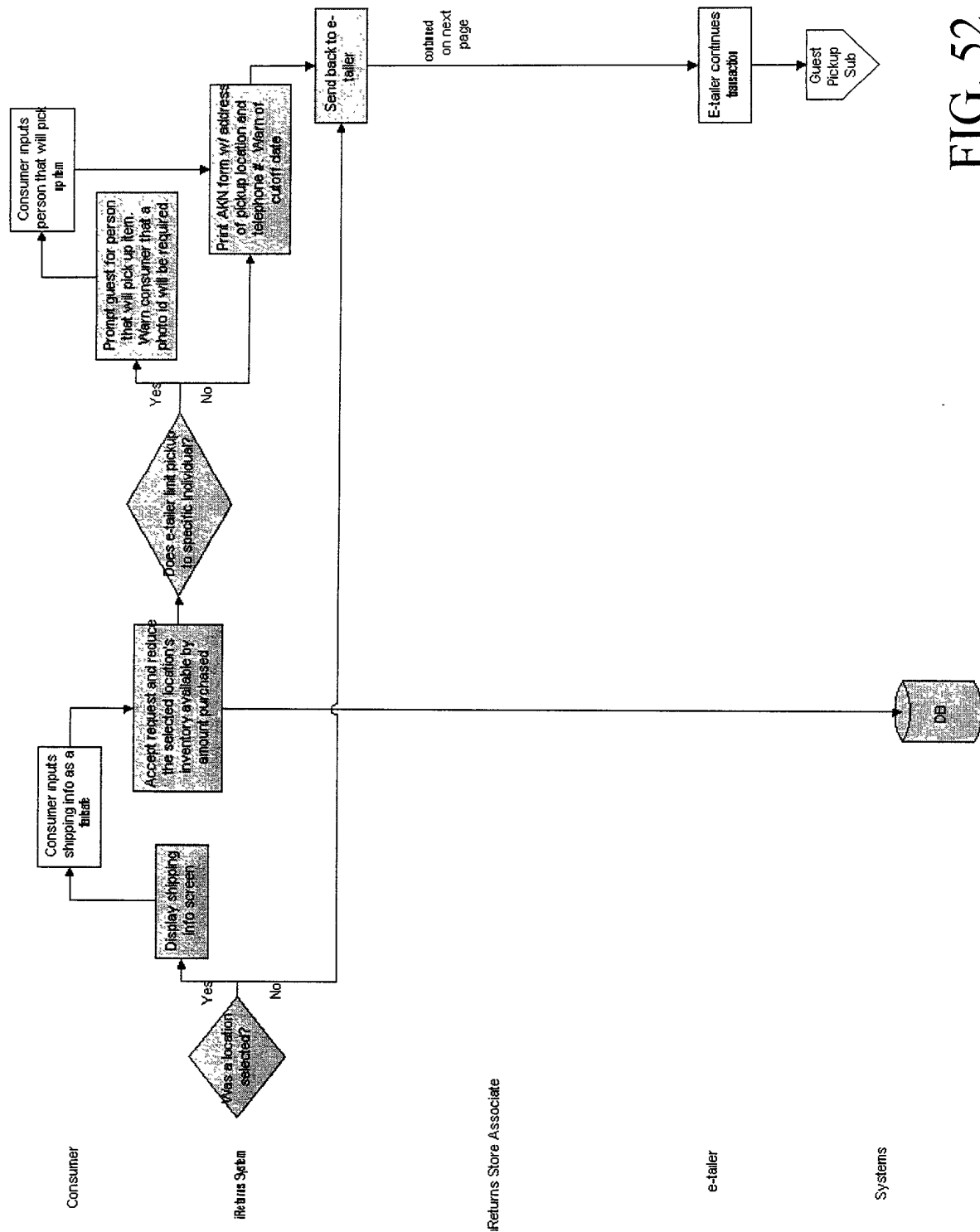


FIG. 52

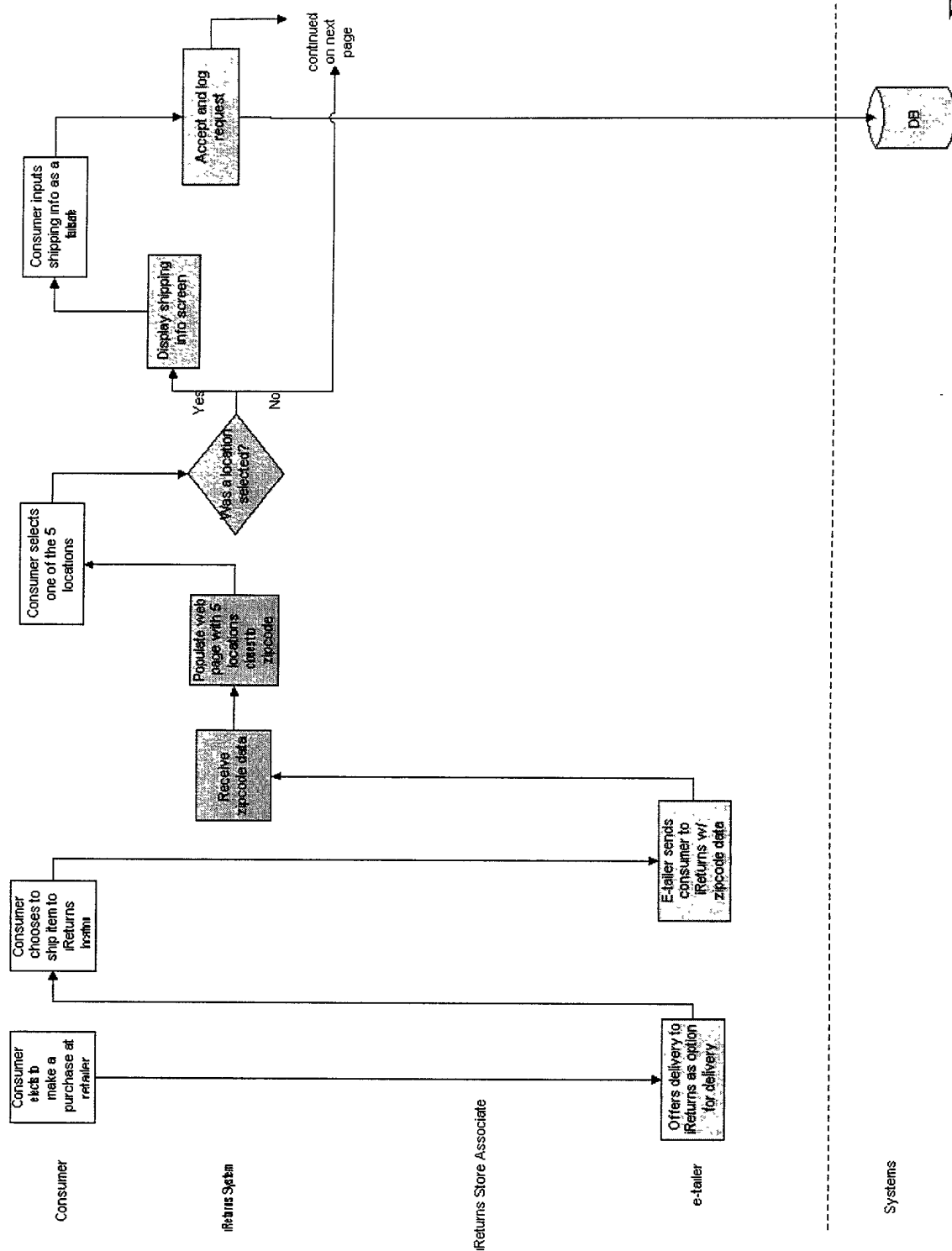


FIG. 53

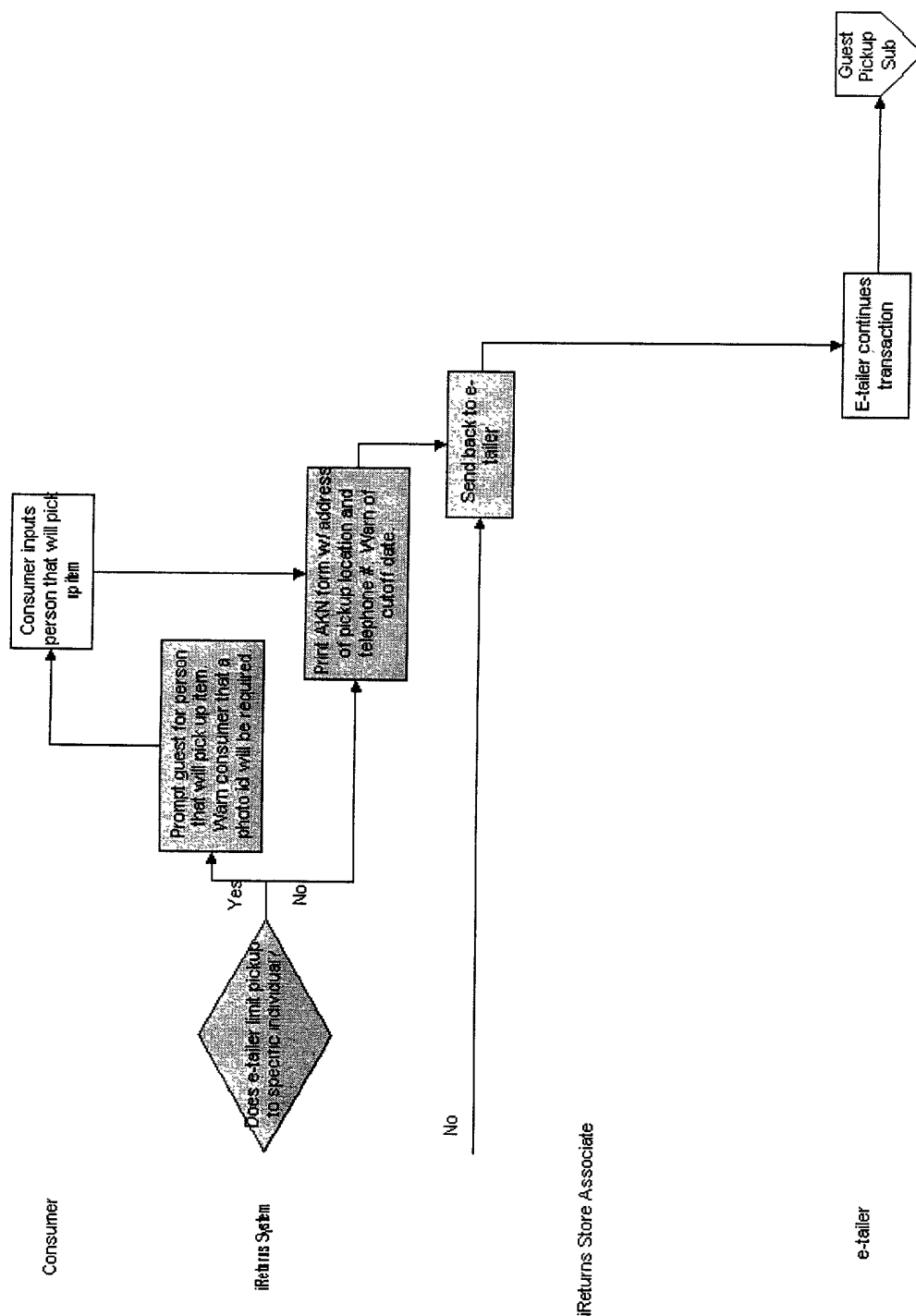


FIG. 54

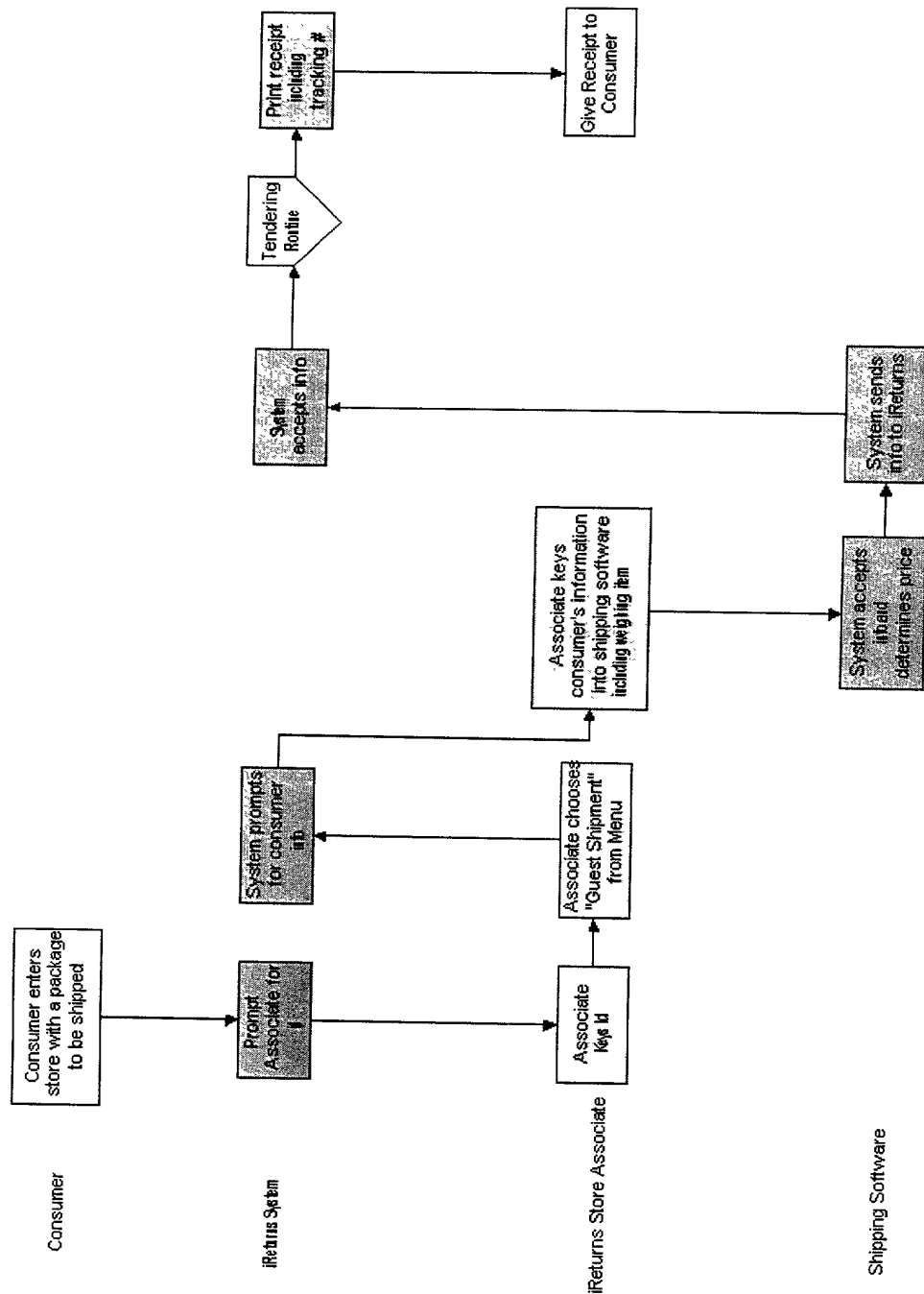


FIG. 55

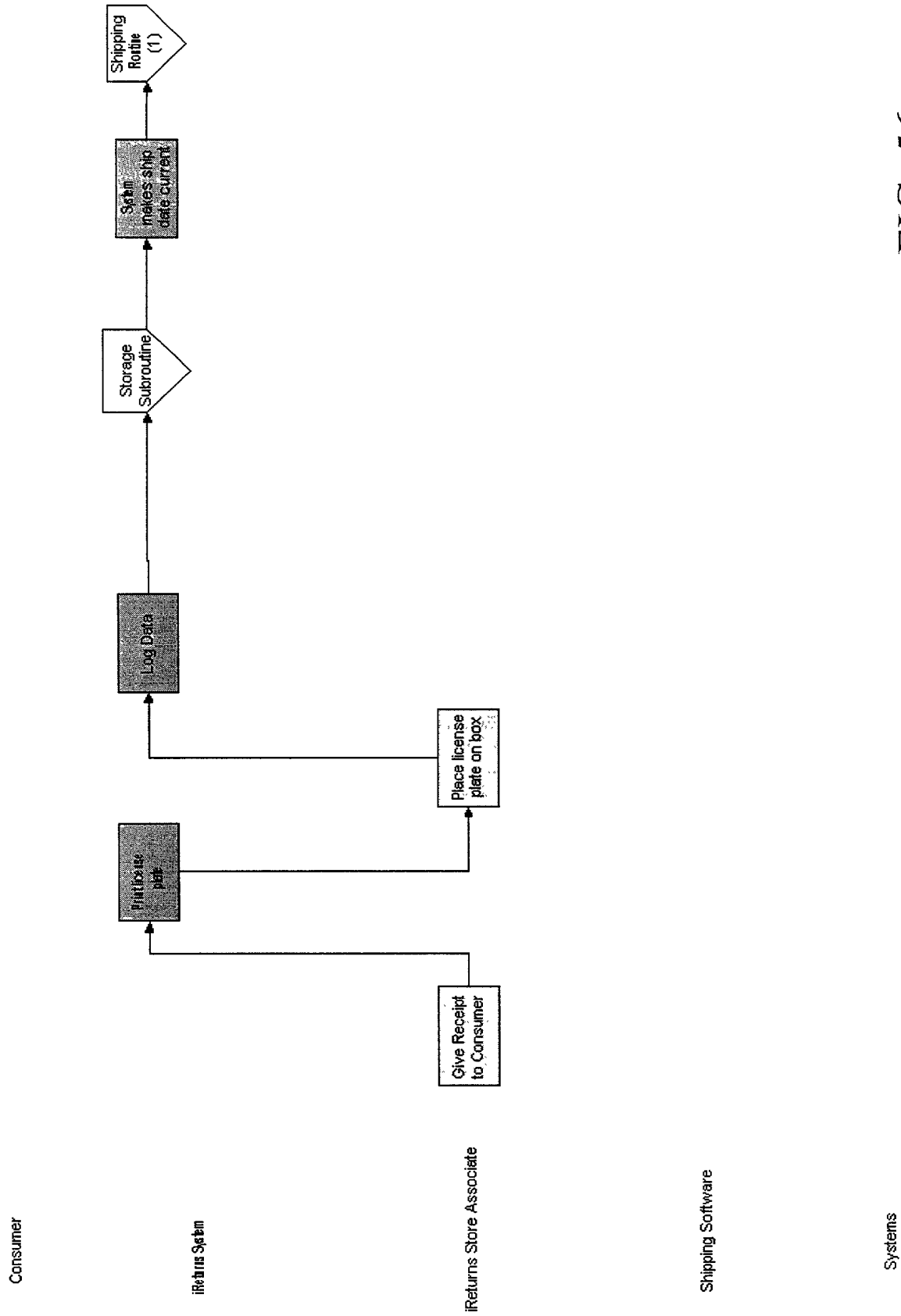


FIG. 56

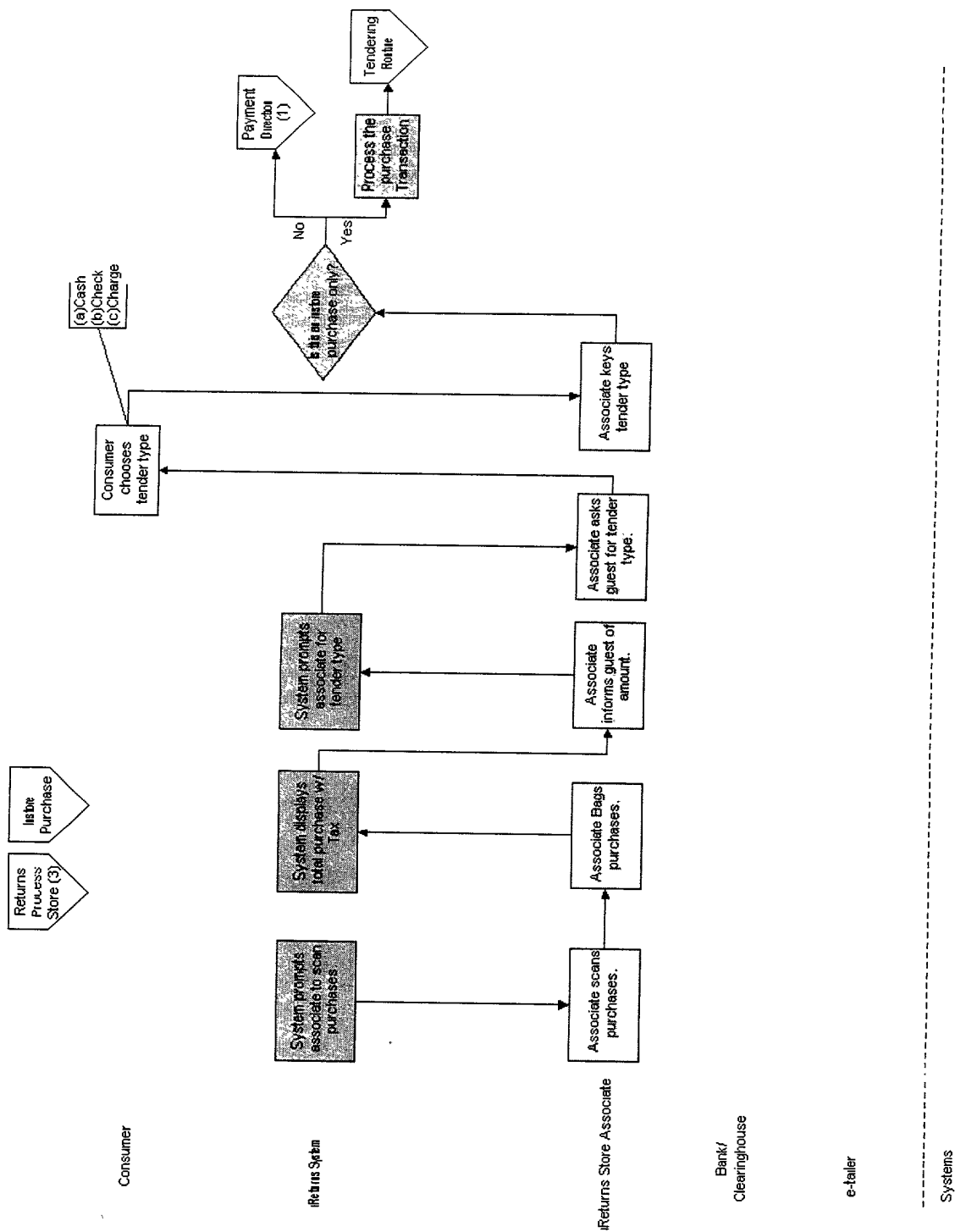


FIG. 57

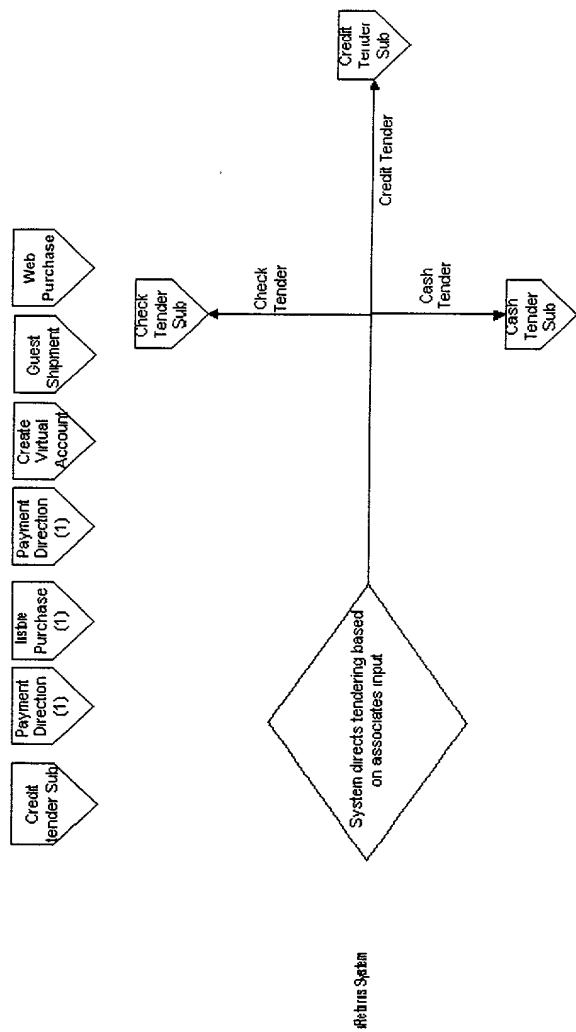


FIG. 58

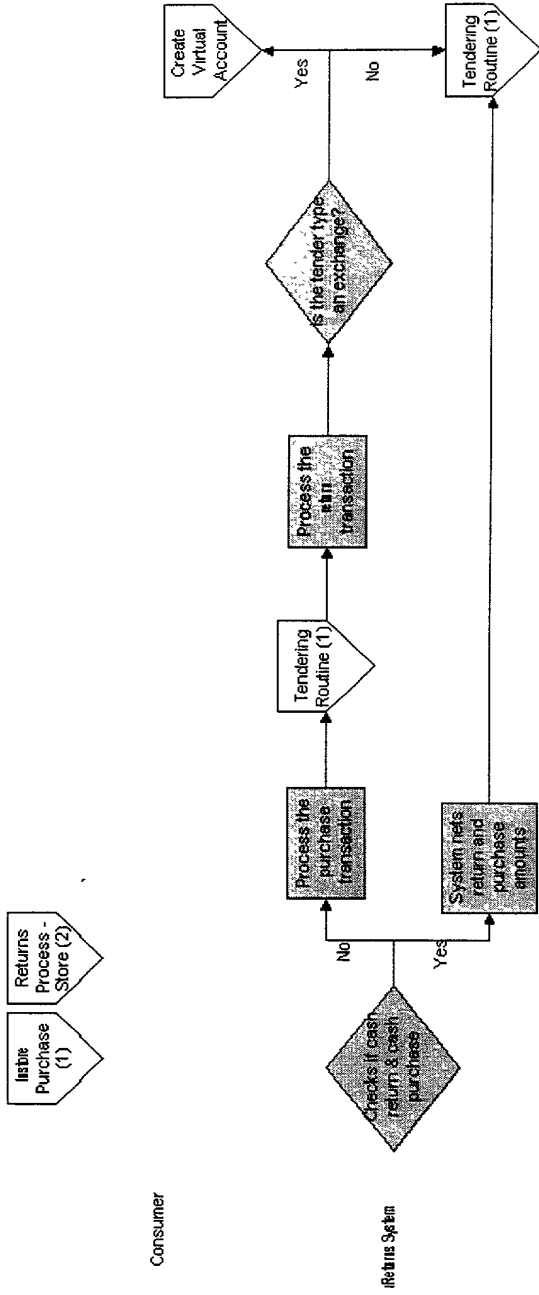
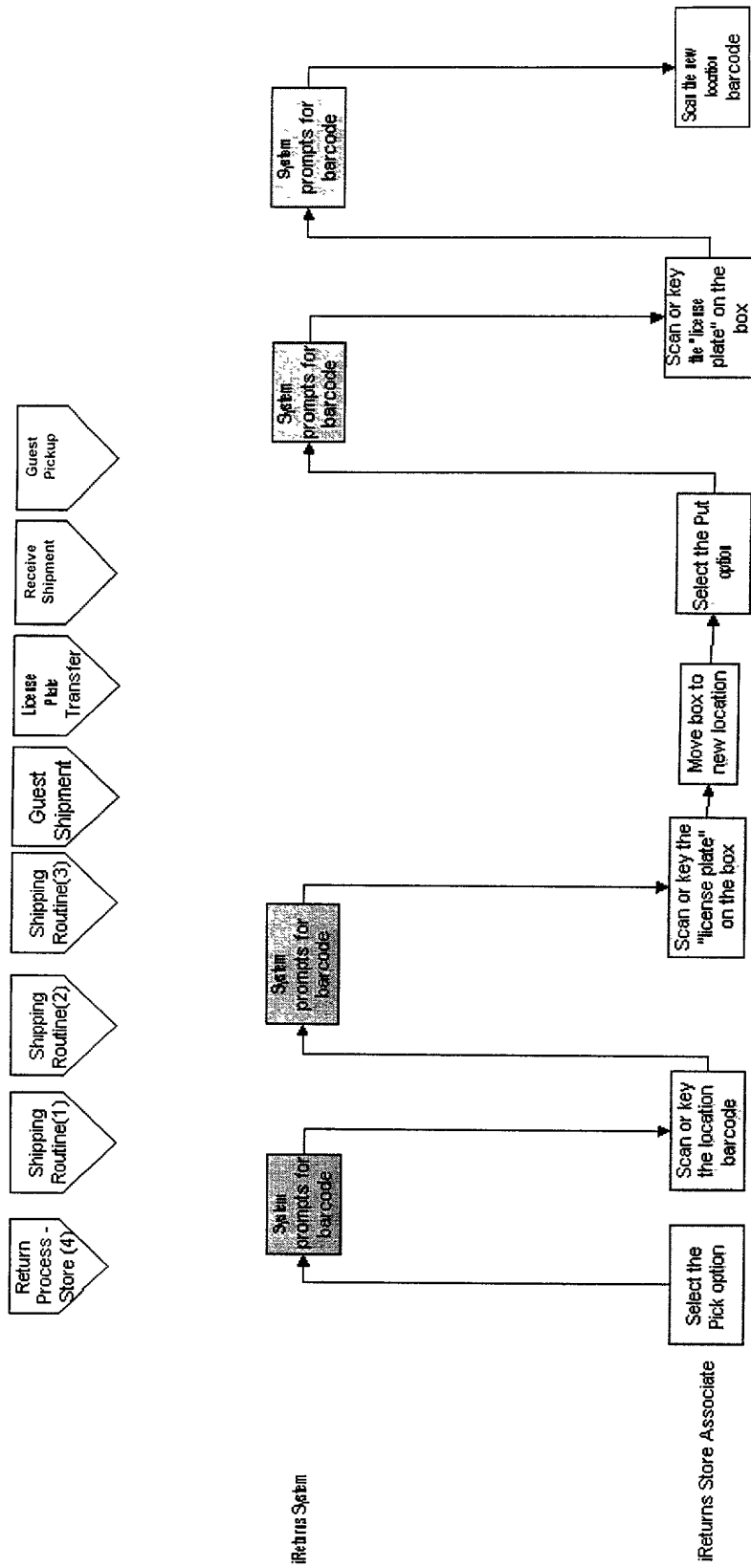


FIG. 59



Systems

FIG. 60

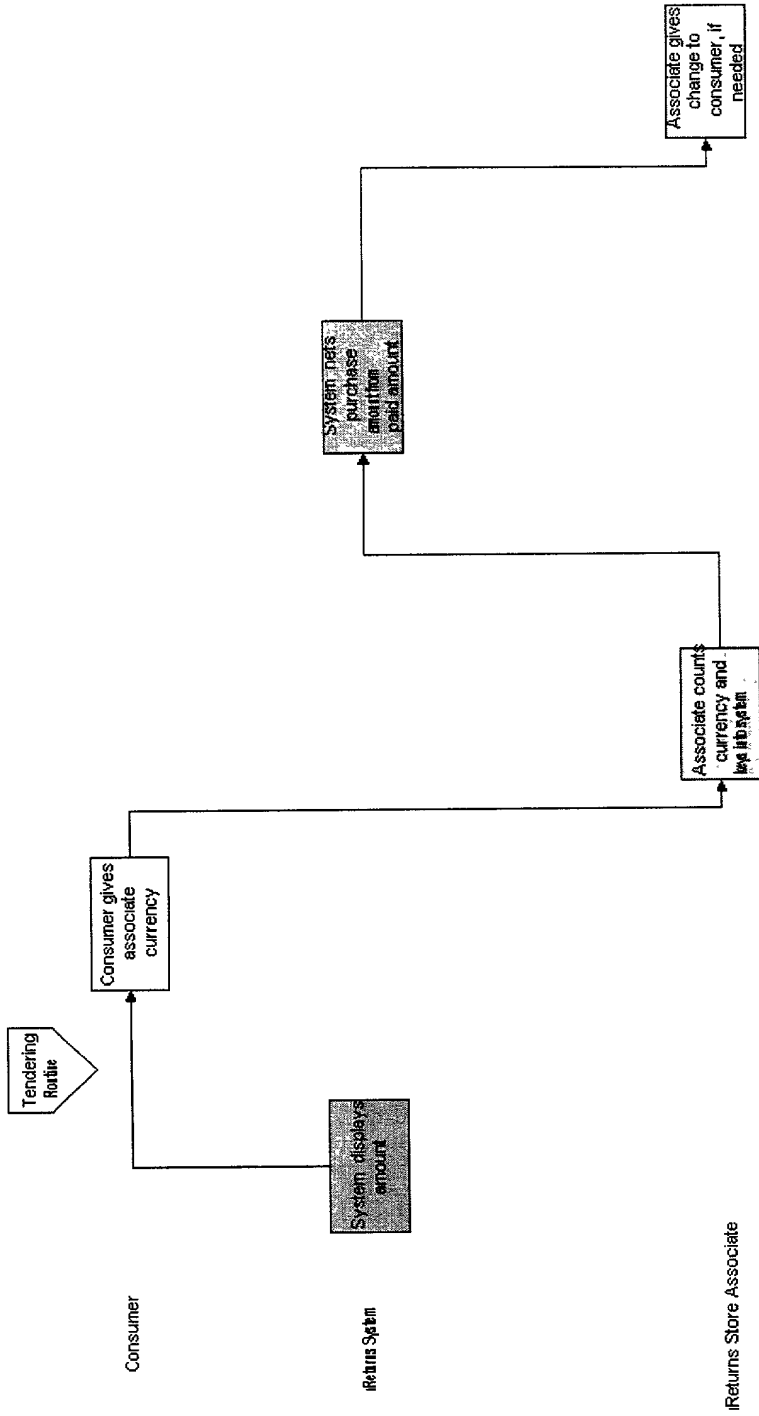
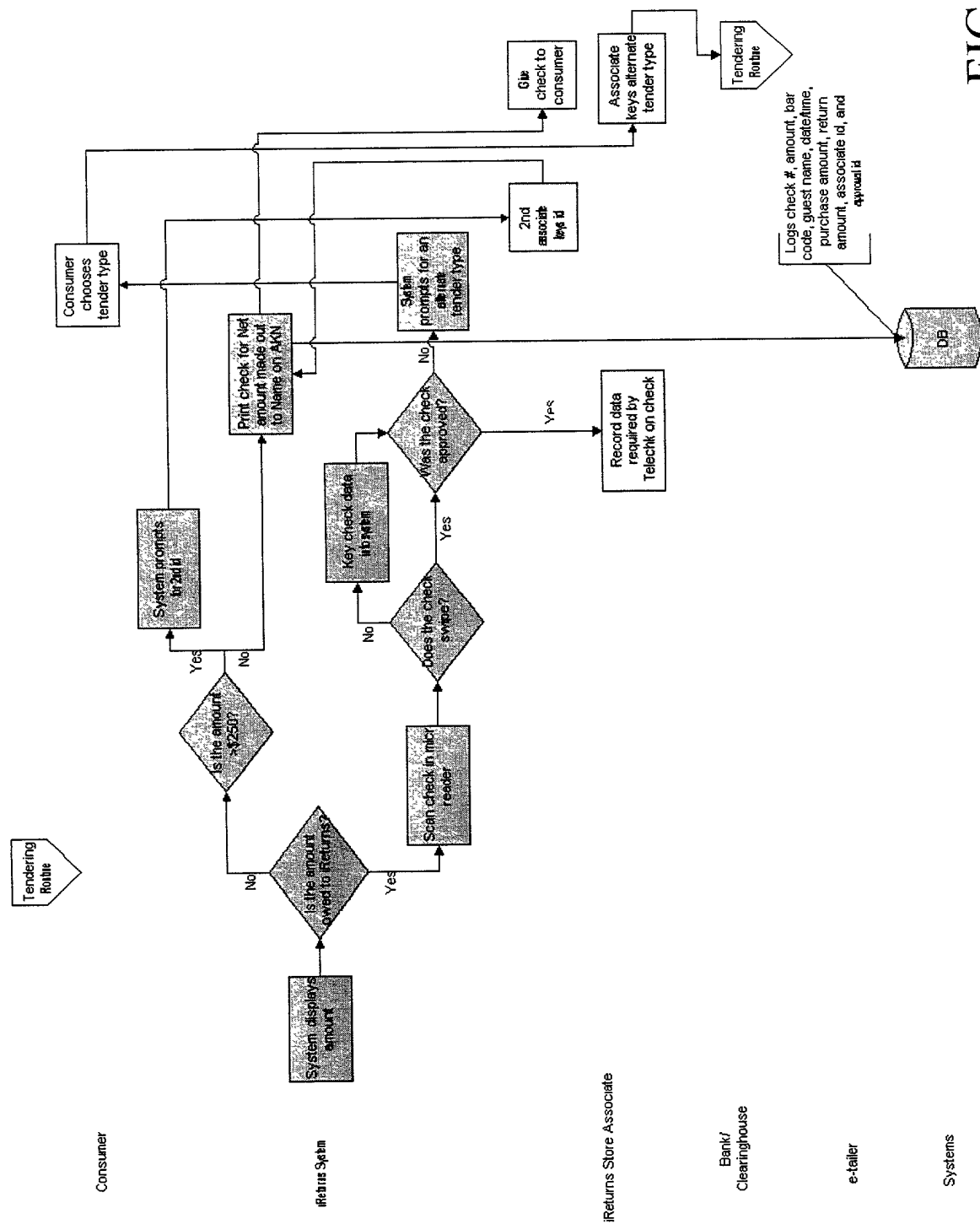


FIG. 61



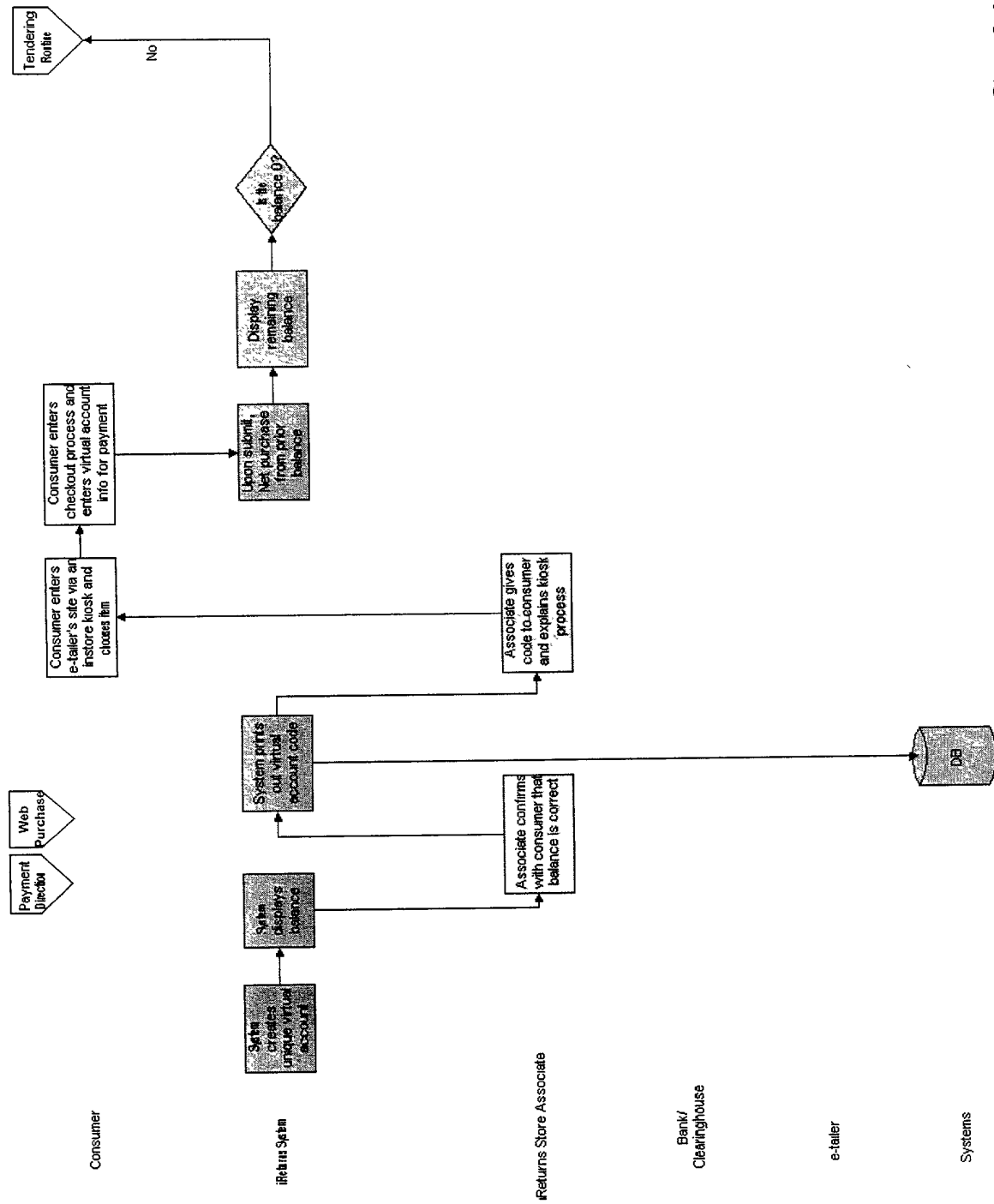


FIG. 64

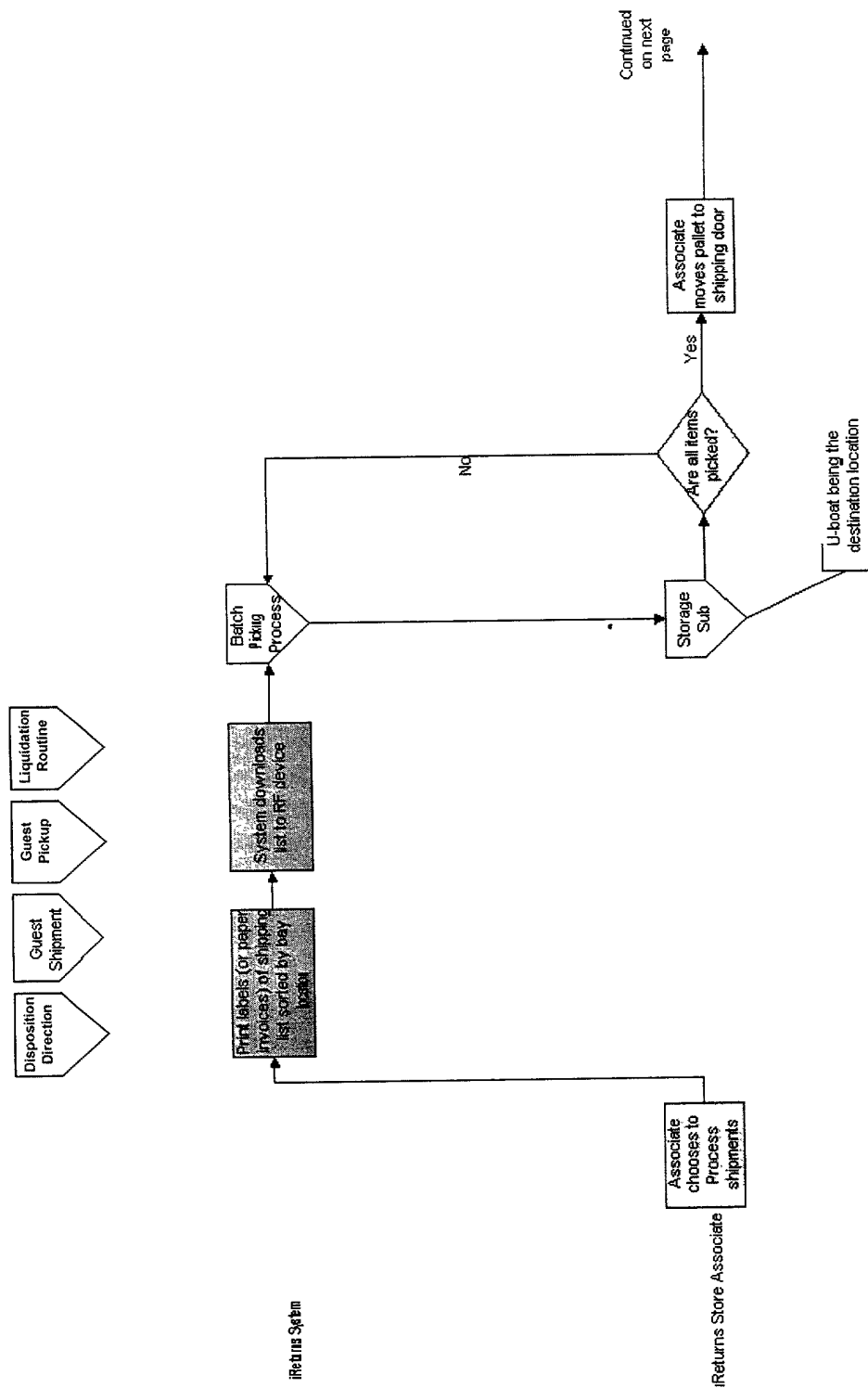
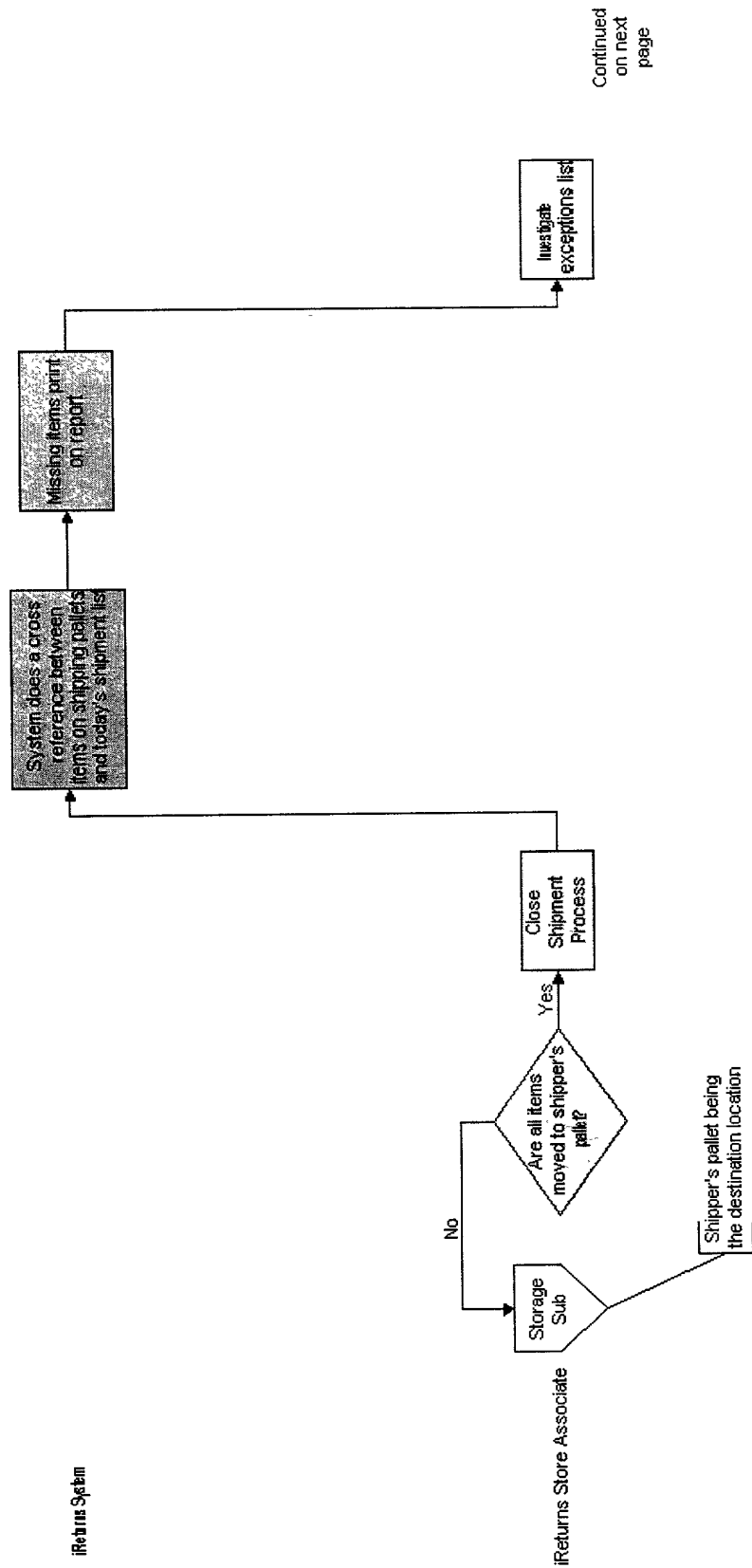


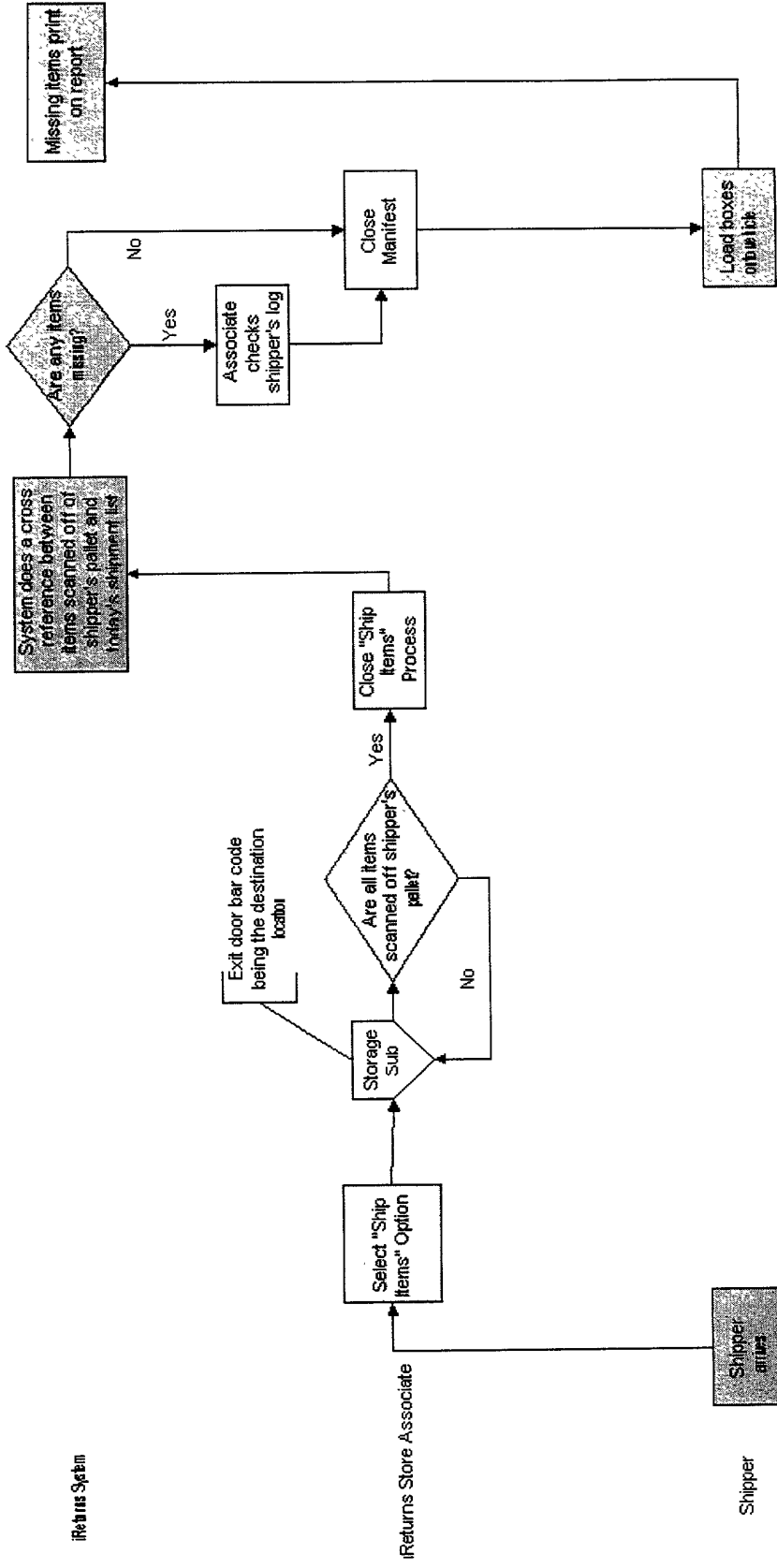
FIG. 65

Systems



Systems

FIG. 66



Systems

FIG. 67

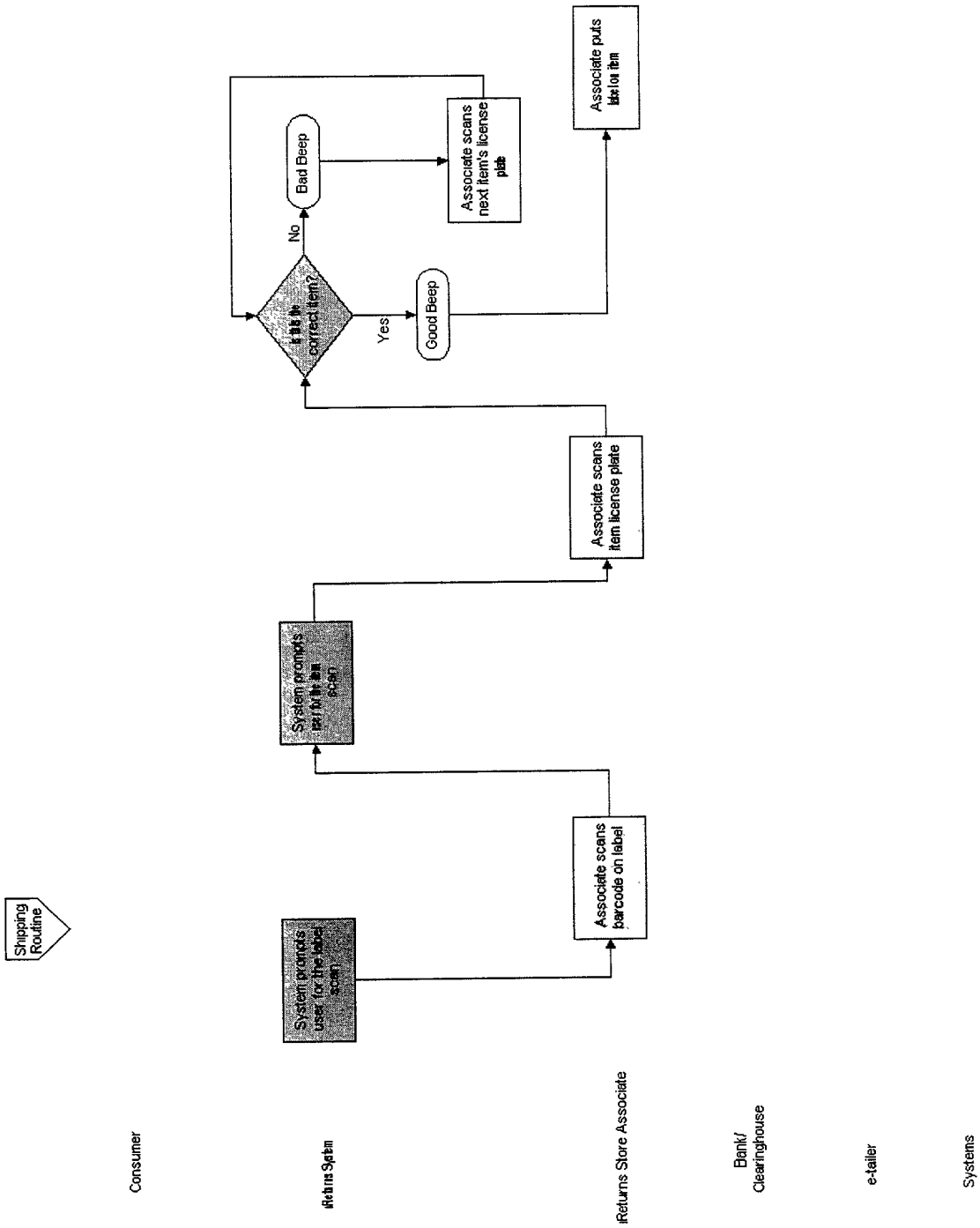


FIG. 69

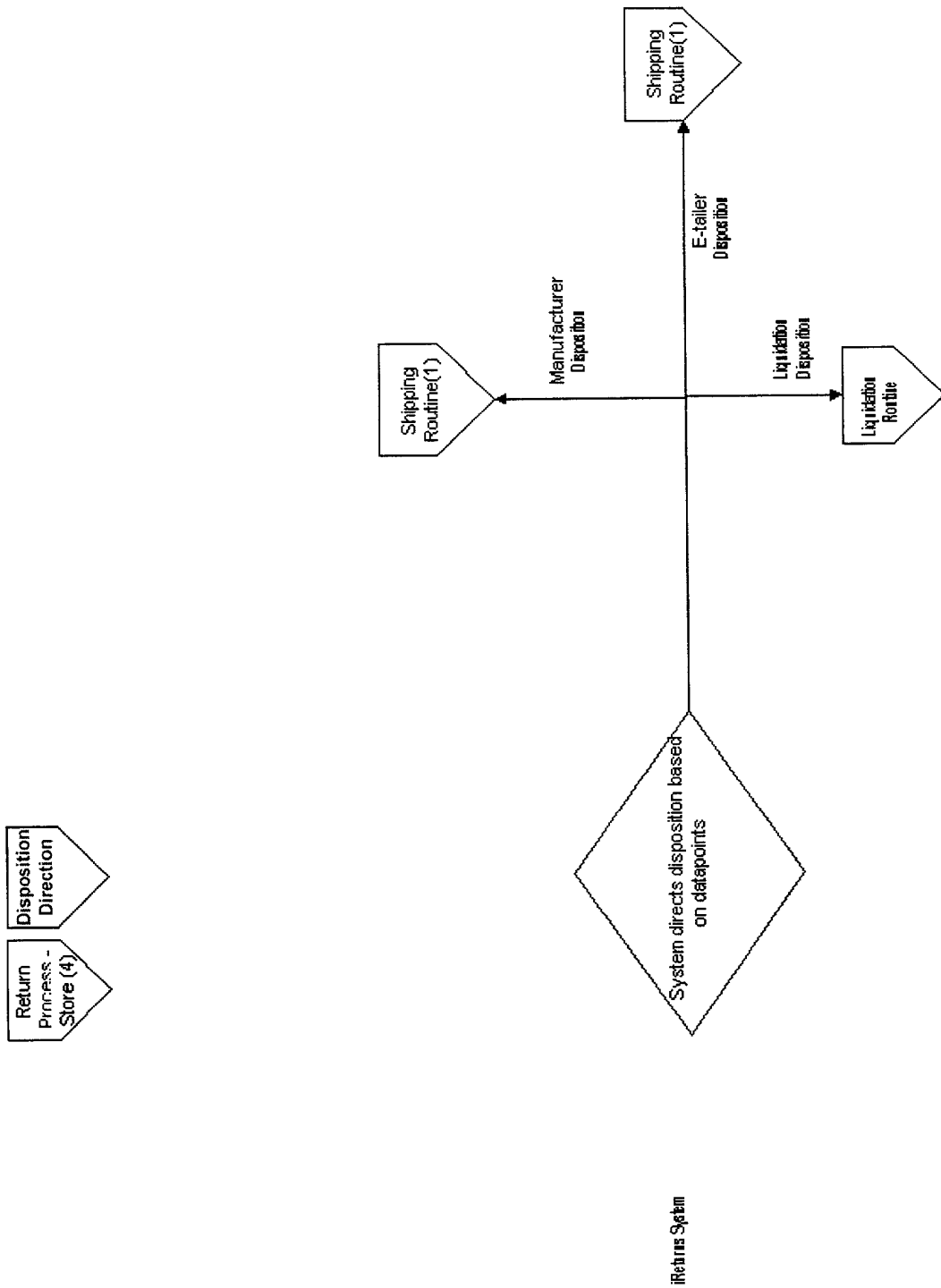
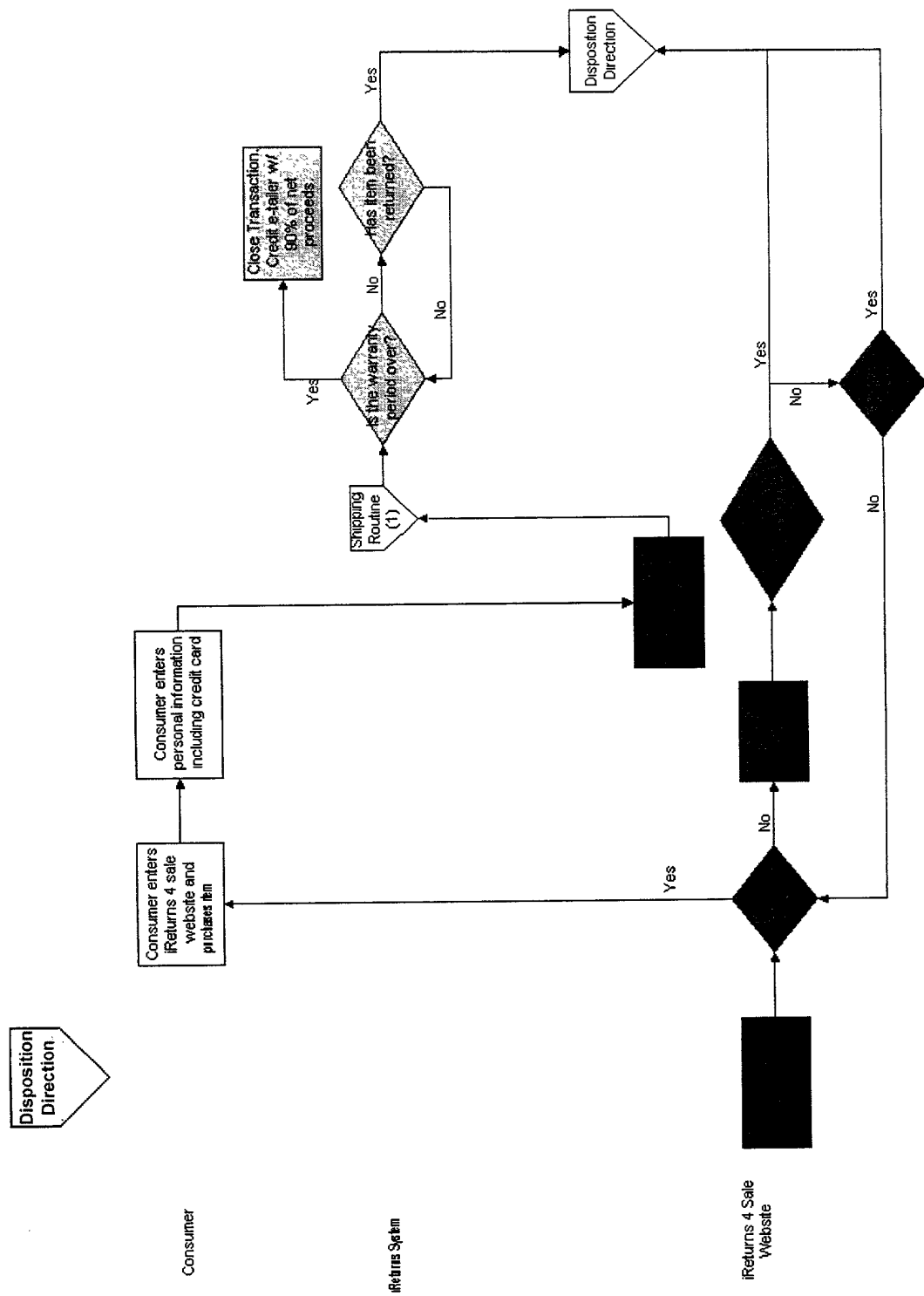


FIG. 70



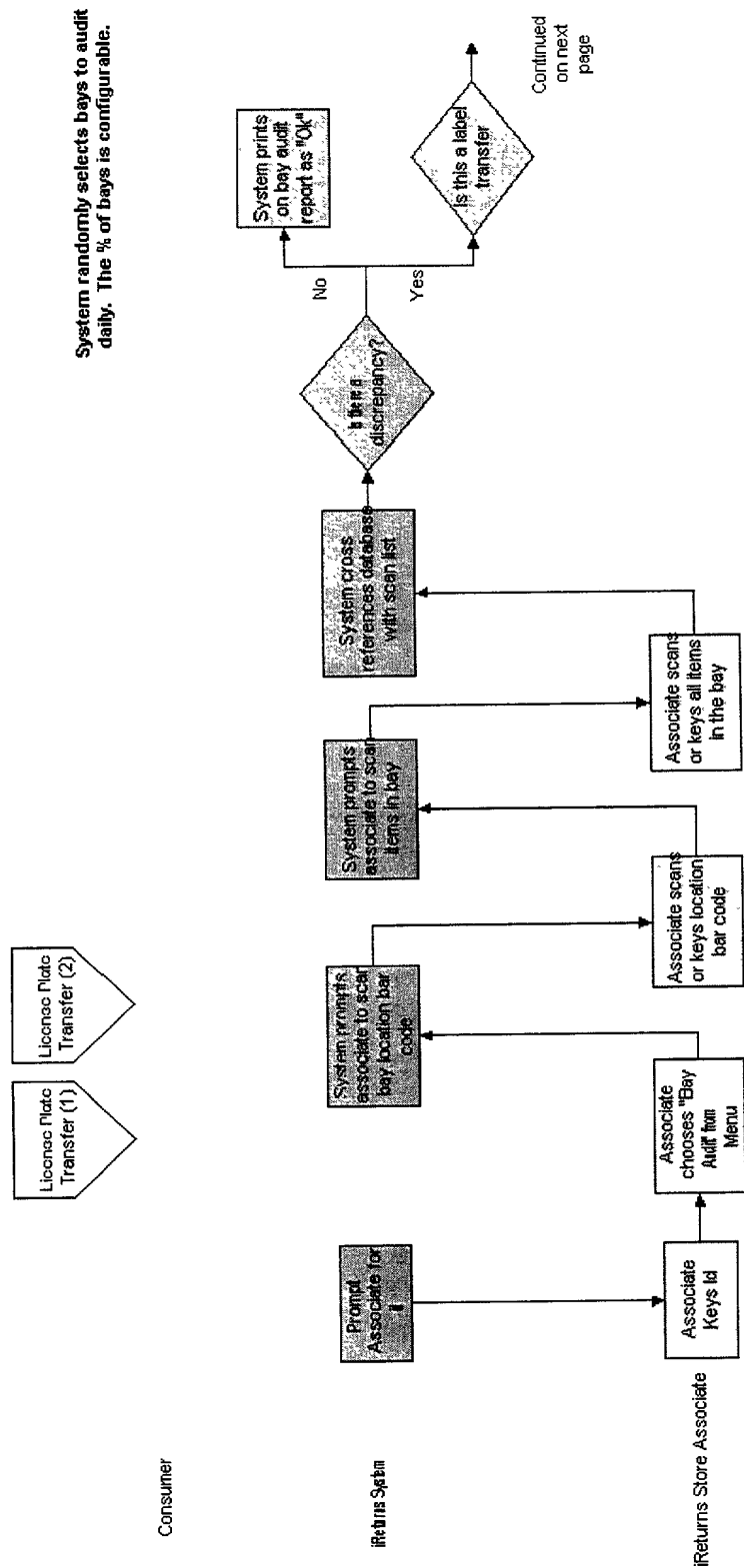


FIG. 73

6036500 5944360

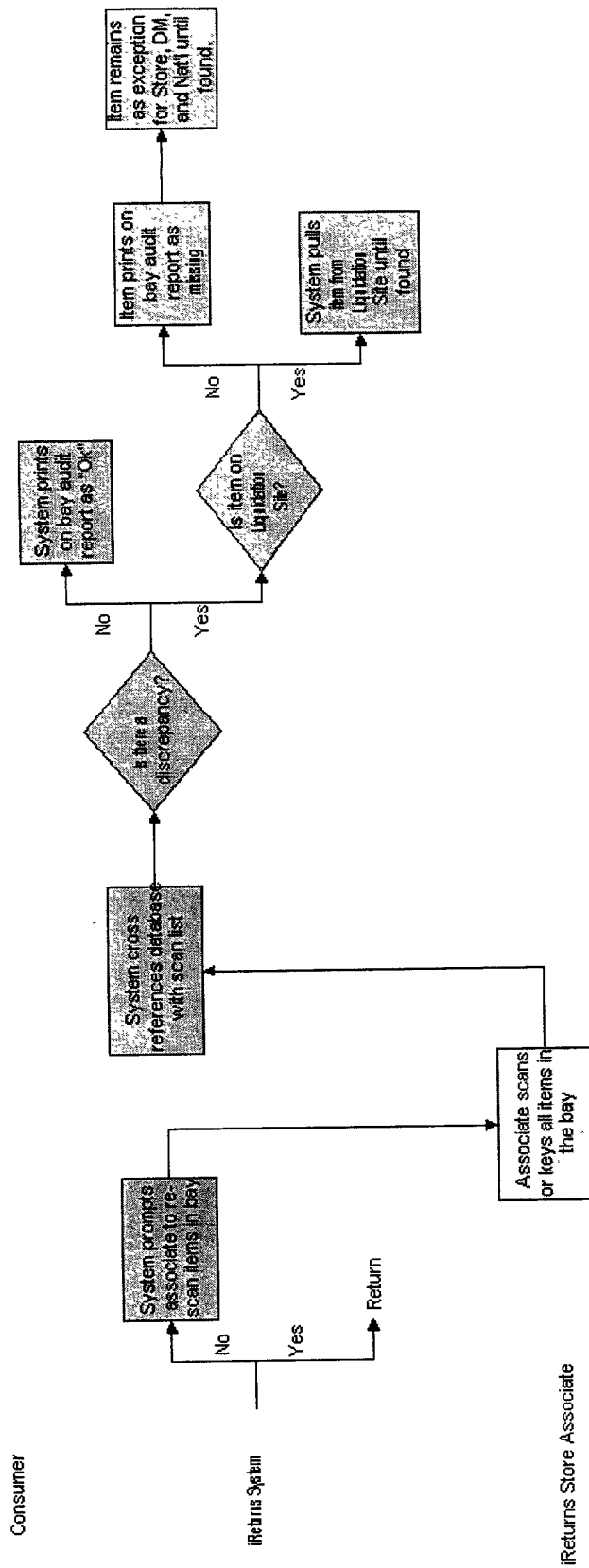
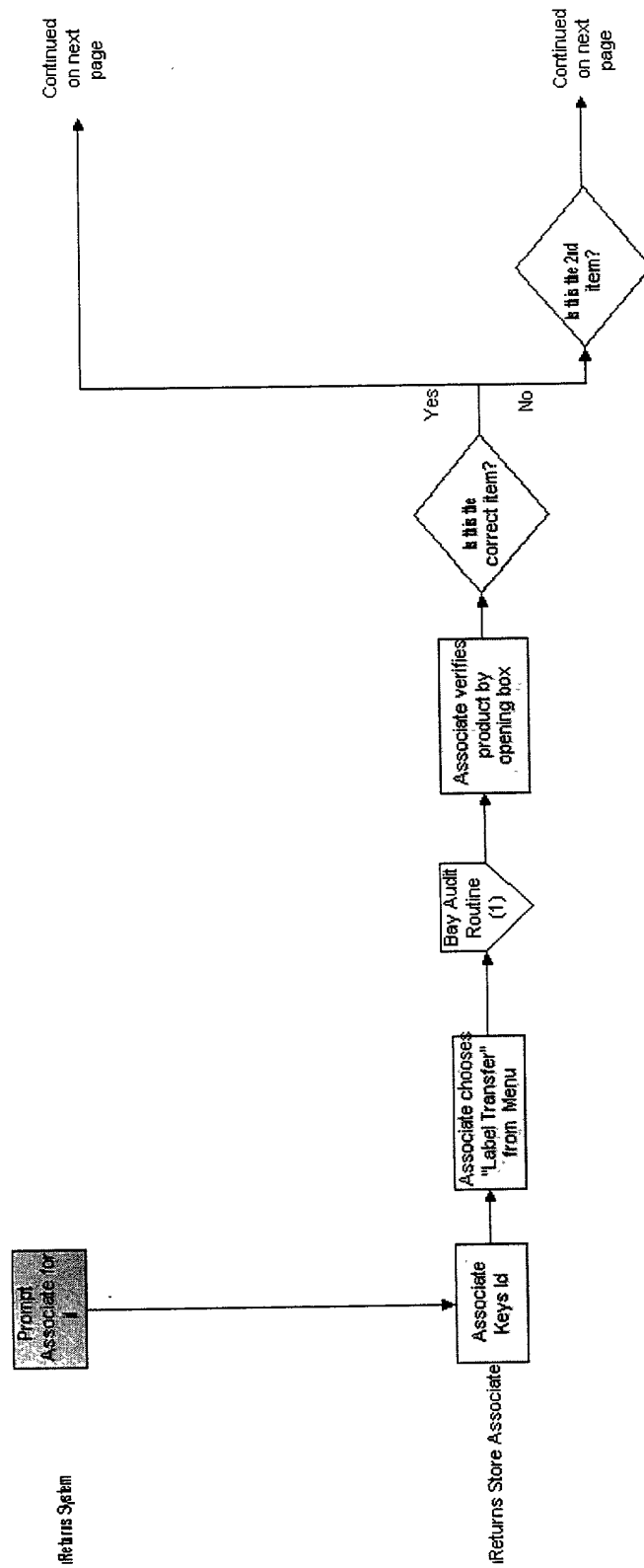


FIG. 74

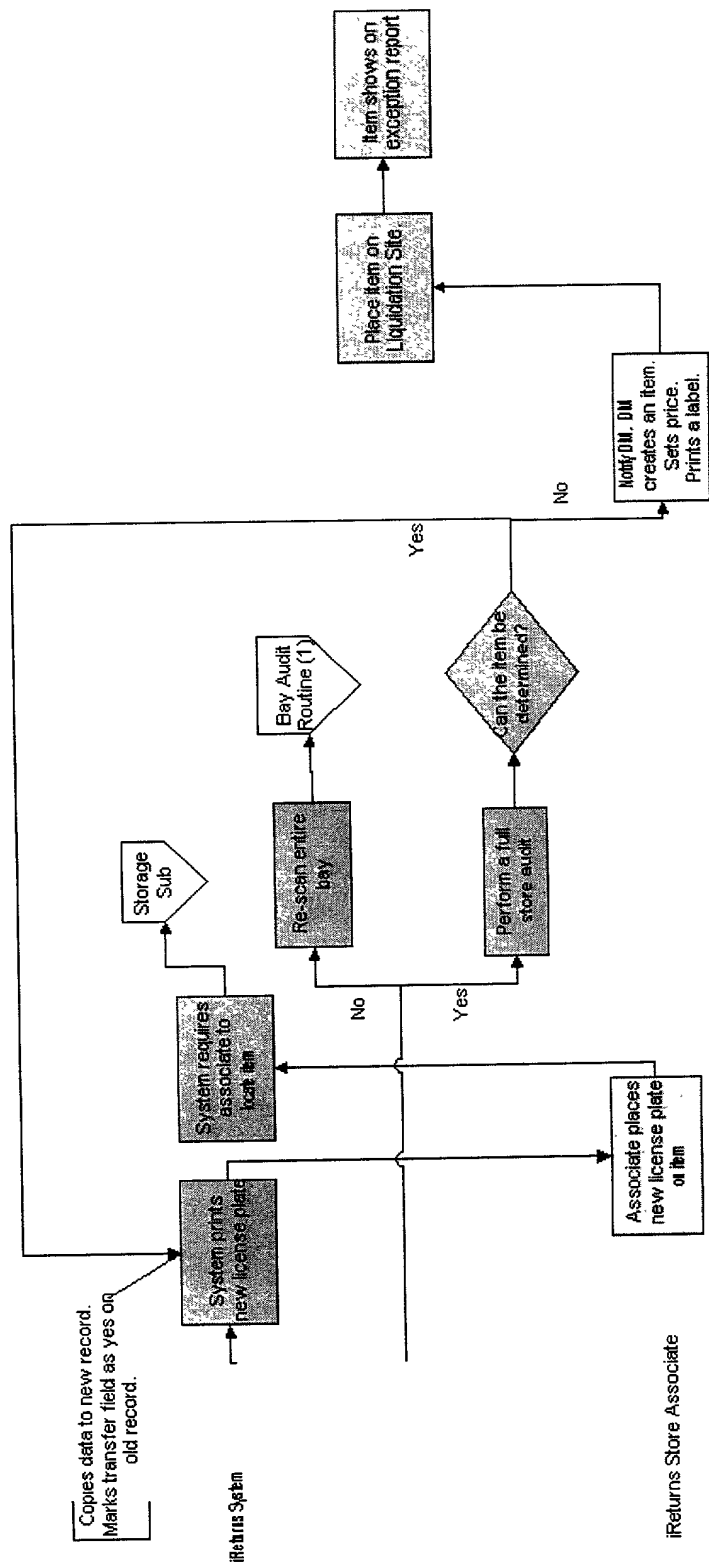
[illegible]

Label falls off, torn, shredded, or missing.



Systems

FIG. 75



Systems

FIG. 76

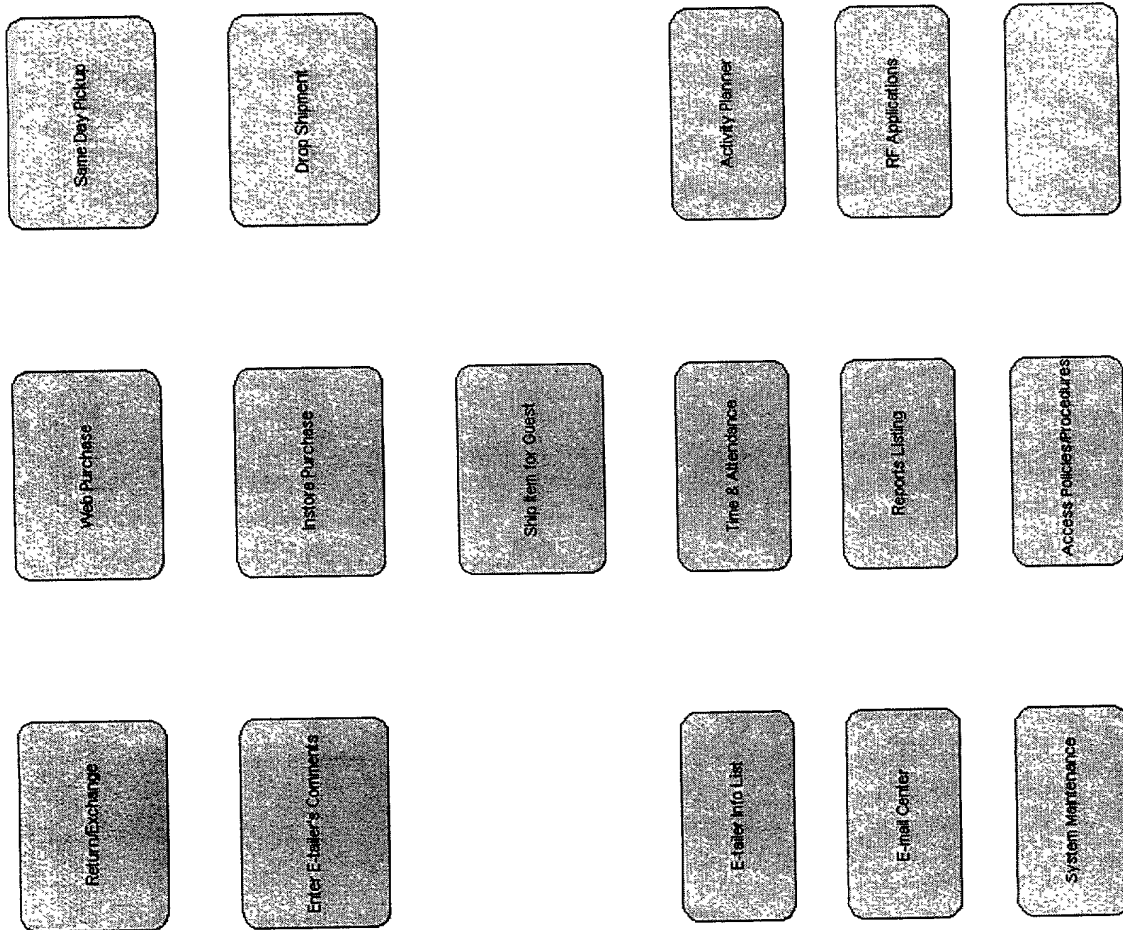


FIG. 77

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
 - (3) Bay Audits
 - (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 78

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____

City: _____
Fill-in Based on Zip Code

Amount of Transaction: \$ _____

- ☐ Check
- ☐ Cash
- ☐ Credit Card
- ☐ Gift Certificate
- ☐ Other

Submit

FIG. 79


705650 55173860

Date of Issue: 7/1/2000
E-tailer Name: Amazon
Customer Name: Lance Casler
Customer Address: 23 Pershing Avenue
Ridgewood, NJ 07450
Item Description: Sony Camcorder
Item Returned: SonyCam Model #0128384774
Amount of Return: \$500.00

****You must bring this form with the following items by 1/2/2001****

Terms of Return:

1. Camcorder
2. Bag
3. Strap
4. Battery
5. Lense Cover

IF i>Returns IN CITY	IF i>Returns NOT IN CITY
<p>i>Returns location: 90 Painters Mill Rd Suite 2000 Owings Mills, MD 21117</p> <p>Returns Phone # (410)455-2338</p> <p>i>Returns Hours: 9 AM to 10PM</p> <p>Driving Directions:</p>  <p>Take I-95S to I-695 W to 83 S</p>	<p>PLEASE MAIL PRODUCT TO</p> <p>90 Painters Mill Road Suite 2000 Owings Mills, MD 21117</p>



Authorization # 39488588392020

FIG. 80

605650 59443600


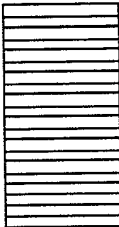
<p>Ship From: iReturns.com Inc. Store 1122333 90 Painters Mill Rd Suite 200 Owings Mills, MD 21117</p>	<p>Ship To: Lance Casler 23 Pershing Ave Ridgewood, NJ 07452</p>	<p>UPS Bar Code</p>  <p>234589843218849</p>
 <p>034544566789844</p> <p>iReturns License Plate</p>	<p>Item Name: Harry Potter and the Chamber of Secrets</p> <p>Shipper: UPS</p>	<p>Item Description: Book</p> <p>Location: A01</p>

FIG. 81

Page 50 of 50

iReturns.com Inc.
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

Returns:		
0222222	VCR	\$150.00
2399044	Book	\$ 15.00
Total		\$165.00
Purchases:		
2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
Total		\$ 8.75

FIG. 82

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
Camcorder	<input type="checkbox"/>	<input type="checkbox"/>
Bag	<input type="checkbox"/>	<input type="checkbox"/>
Strap	<input type="checkbox"/>	<input type="checkbox"/>
Battery	<input type="checkbox"/>	<input type="checkbox"/>
Lense Cover	<input type="checkbox"/>	<input type="checkbox"/>

FIG. 83

4050 50 50 50 50

Store Number: 1122333

= Type of Store
= Region
= Store

License Plate: aaaaabbbbcccccc

a = e-tailer
b = date (mm/dd/yy)
c = item #

FIG. 84

First Name
 Last Name
 Phone #
 E-tailer Name
 E-tailer #
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Intrusive or nonintrusive e-tailer
 Credit Card # - (1)
 Credit Card type - (1)
 Credit Card Expiration Date - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of item - (1)
 Insurance requirements for shipping - (1)
 Terms for a valid return - (1)
 SKU # - (1)
 Exchange item - (1)
 Exchange item Price - (1)
 Exchange item Manufacturer - (1)
 Exchange item Serial # - (1)
 Exchange item SKU # - (1)
 Primary Disposition Type - (1)
 Primary Disposition Street Address - (1)
 Primary Disposition City - (1)
 Primary Disposition State - (1)
 Primary Disposition Zip Code - (1)
 Secondary Disposition Type - (1)
 Secondary Disposition Street Address - (1)
 Secondary Disposition City - (1)
 Secondary Disposition State - (1)
 Secondary Disposition Zip Code - (1)
 Ultimate Disposition Type - (1)
 Ultimate Disposition Street Address - (1)
 Ultimate Disposition City - (1)
 Ultimate Disposition State - (1)
 Ultimate Disposition Zip Code - (1)
 Manufacturer Warranty - (1)
 E-tailer credit request or Return Authorization # (1)

FIG. 85

Credit Card # - (2)
 Credit Card type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)
 Exchange Item - (2)
 Exchange Item Price - (2)
 Exchange Item Manufacturer - (2)
 Exchange Item Serial # - (2)
 Exchange Item SKU # - (2)
 Primary Disposition Type - (2)
 Primary Disposition: Street Address - (2)
 Primary Disposition: City - (2)
 Primary Disposition: State - (2)
 Primary Disposition: Zip Code - (2)
 Secondary Disposition Type - (2)
 Secondary Disposition: Street Address - (2)
 Secondary Disposition: City - (2)
 Secondary Disposition: State - (2)
 Secondary Disposition: Zip Code - (2)
 Ultimate Disposition Type - (2)
 Ultimate Disposition: Street Address - (2)
 Ultimate Disposition: City - (2)
 Ultimate Disposition: State - (2)
 Ultimate Disposition: Zip Code - (2)
 Manufacturer Warranty - (2)
 E-tailer credit request or Return Authorization # (2)
 Bill To Street Address
 Bill To City
 Bill To State
 Bill To Zip

FIG. 86

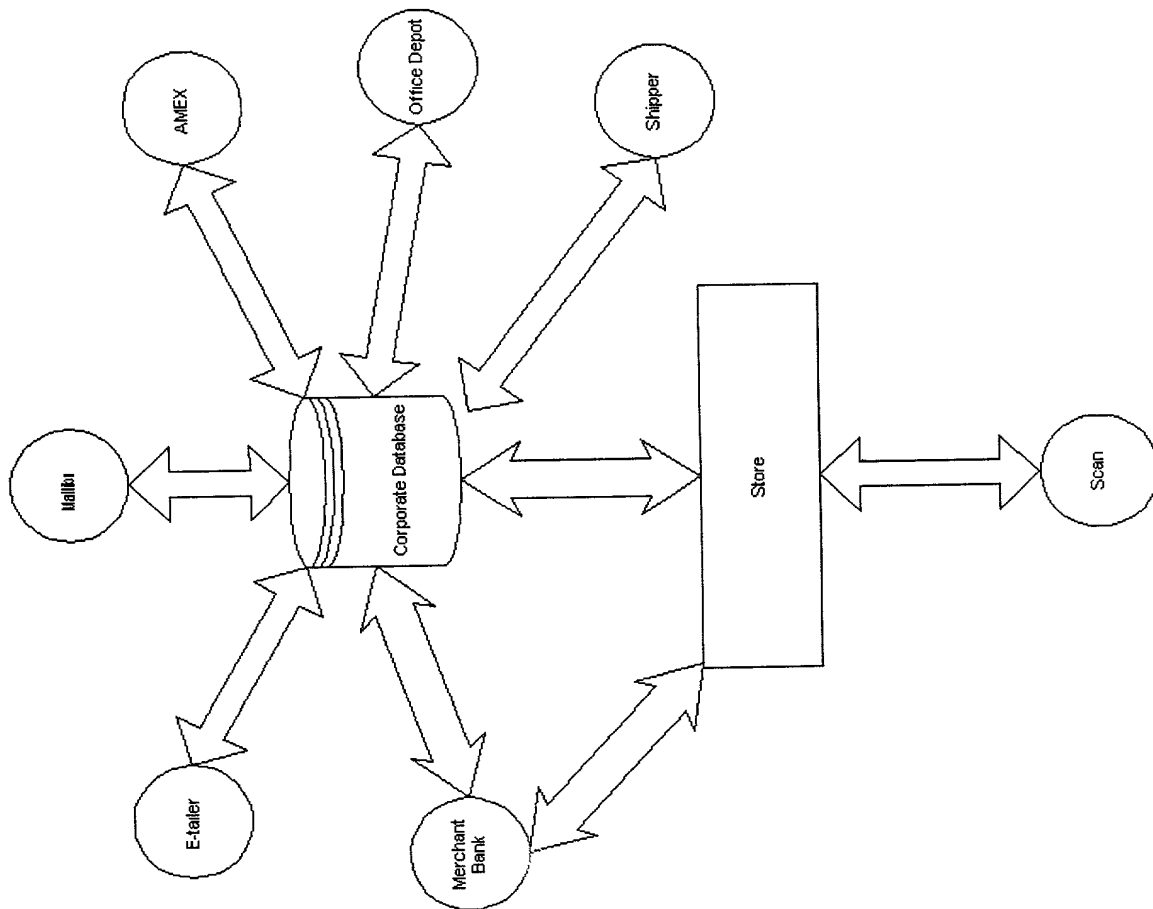


FIG. 87

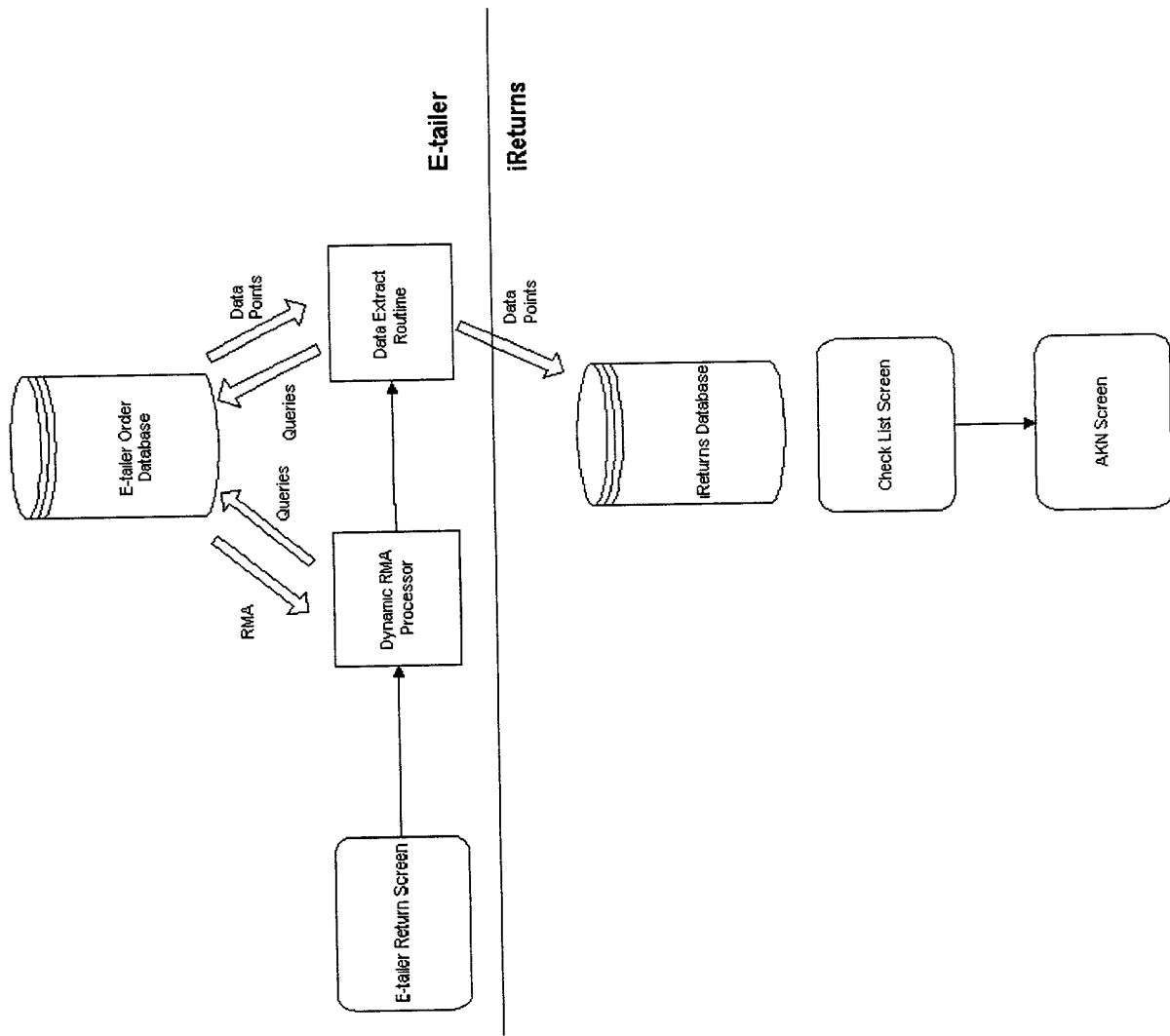


FIG. 88

- (1) Guest on our Website
- (2) Guest Fills out return form
- (3) Tell them we will get back to them in a week
- (4) Send info to E-tailer
- (5) E-tailer Reviews Return (approve/decline)
- (6) E-tailer sends info to guest and us.
- (7) Guest brings to iReturns

FIG. 89